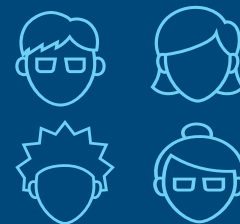


HEALTH DISPARITIES



Hispanic/Latino(a) Community

One in six people in the U.S. are Hispanic/Latino(a), representing 18.4%¹ of the total U.S. population. This rapidly growing population faces significant health disparities, or avoidable and unfair differences in health status compared with segments of the population. Furthermore, given the diversity within the Hispanic/Latino(a) population, differences are also seen within subgroups.

What are the disparities?

The following are examples of some of the health disparities that affect the Hispanic/Latino(a) population when compared to non-Hispanic/Latino(a) whites.

Mental Health

- › In 2018, Hispanics/Latinos(as) were 50% less likely to have received mental health treatment.²
- › Suicide attempts in 2019 for Hispanic/Latina girls in grades 9–12 were 30% higher than for non-Hispanic/Latina white girls in the same age group.²

Maternal Health

- › In 2019, Hispanic/Latina mothers were 80% less likely to receive late or no prenatal care, and Central and South American mothers were 2.5 times less likely to receive late or no prenatal care.³
- › In 2019, Puerto Rican infants were 2.5 times more likely to die from causes related to maternal complications.³

Chronic Diseases

- › Hispanics/Latinos(as) are about 50% more likely to die from **diabetes or liver disease**.⁴
- › 52.3% of Hispanic/Latino men and 42.7% of Hispanic/Latina women over 20 years of age have received **cardiovascular disease** diagnoses.⁵
- › Hispanics/Latino(as) are twice as likely to visit the emergency room for **asthma**.⁶
- › Hispanic/Latino(a) adults have a higher prevalence of **obesity**.⁷

Cancer

- › Hispanic/Latina women are 10% less likely to get screened for breast cancer.⁸
- › Both Hispanic/Latino(a) men and women are almost twice as likely to have and to die from liver cancer.⁸
- › Hispanic/Latino(a) adults ages 50–75 are less likely to be screened for colorectal cancer compared to non-Hispanic/Latino(a) white adults of the same age group.⁹
- › Cancers related to infections (cervical, stomach and liver) are more common among Hispanics/Latinos(as).¹⁰

Adverse Medical Events

- › Anticipated discrimination from health care providers causes some Hispanics/Latinos(as) to delay or avoid care for themselves or family members.¹¹
- › Hispanic/Latino men are four times more likely to receive an AIDS diagnosis.¹²

Dental

- › Spanish-speaking Hispanics/Latinos(as) have the highest risk of irregular dental visits, the fewest teeth and the overall poorest oral health.¹³

What are the causes of these disparities?

There are many underlying causes for these health disparities that may impact the various subgroups in the Hispanic/Latino(a) community differently and at varying rates. Some examples include poverty, inadequate access to health care, educational inequalities, language barriers, and individual and environmental factors as well as bias in the medical profession.

Some social factors that may play a role in health disparities are:

- › About 1 in 10 children are not covered by health insurance.¹⁴
- › Food insecurity increased from 16 to 19% in 2020 due to the pandemic.¹⁵
- › About 1 in 5 Hispanic/Latino(a) students do not graduate from high school or are almost twice as likely as white students to not graduate from high school.¹⁶
- › 1 in 6 live in poverty, compared to 1 in 16 white people.¹⁷

What is Cigna doing to reduce these disparities?

For customers and community

- › Provides culturally tailored outreach to educate Hispanics/Latinos(as) on colorectal cancer screening and detection.
- › Promotes preventive dental care services through bilingual communication to customers with diabetes and cardiovascular disease, medical conditions clinically associated with oral health.
- › Increased spending with Hispanic-/Latino(a)-owned businesses; \$40 million was spent in 2020 with Hispanic-/Latino(a)-owned businesses alone.¹⁸

For health care providers

- › Provides the **Cultural Competency and Health Equity** section on **Cigna.com** to support patients' diverse values, beliefs, behaviors and linguistic needs. It includes resources such as:
 - Cultural competency trainings.
 - Language assistance program.
 - Health disparities information.

For clients

- › Created the S.A.F.E. campaign to drive awareness among COVID-19 high-risk communities, and created S.A.F.E. websites with information about COVID-19. Also conducted an email and direct mail campaign to encourage African American/Black and Hispanic/Latino(a) communities to get flu shots and take other preventive measures.¹⁹
- › Developing key sales and communication materials in Spanish to drive cultural competency in all our customer and consumer communications, ensuring we have a holistic approach beyond just advertising.
- › Developed the proprietary Social Determinants Index (SDI), a relative composite metric that characterizes a community at the census tract level based on the following six domains: economy, education, language and culture, health coverage, infrastructure, and food access. This index, created in 2018, allows Cigna and clients to better direct programs and services to those in need.

For employees

Cultural Competency Training

- › Offers a three-part learning series designed to support customer-facing staff so they can better engage Hispanic/Latino(a) customers in a clinical coaching and case management setting.
- › Hosts Cultural Diversity Forums for clinical staff to discuss how to clinically manage a diverse patient base.
- › Develops diabetes management resources to better support customers and providers.
- › Provides unconscious bias training across the entire enterprise.

Hispanic/Latino(a) Resource Group

- › Creates educational videos about Hispanic culture.
- › Offers opportunities for career development and networking.²⁰
- › Hosts safe conversations related to sensitive topics relevant to today's world.

The Cigna Foundation has provided grants to:

- › Esperança to educate Hispanic/Latino(a) adults and seniors with prediabetes and diabetes in Arizona's Maricopa and Yuma Counties about managing their health condition.
- › Saint Francis Hospital and the Hispanic/Latino(a) Health Council to increase the breastfeeding rate among low-income mothers of color in Hartford, CT.
- › Centro Hispano de East Tennessee to improve health outcomes for the Hispanic/Latino(a) community of Knox County.
- › Susan G. Komen Breast Cancer Foundation to provide patient navigation for Hispanic/Latina women in California's Orange County.
- › VELA for caregiver training in Spanish for parents of autistic children.

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