UPMC Health Plan and Community Care Behavioral Health Organization Earn Top Score in Human Rights Campaign’s 2021 “Best Places to Work for LGBTQ+ Equity”

PITTSBURGH – (Feb. 1, 2021) – UPMC Health Plan and Community Care Behavioral Health Organization (Community Care), a UPMC-affiliated, nonprofit behavioral health managed care organization, today announced that they have each received the maximum 100 percent score on the Human Rights Campaign (HRC) Foundation’s 2021 Corporate Equity Index, (CEI), the nation’s foremost measurement of corporate policies and practices related to Lesbian, Gay, Bisexual, Transgender and Queer/Questioning (LGBTQ+) workplace equality.

This marks the third consecutive year that UPMC Health Plan and the second consecutive year that Community Care received the HRC Foundation’s “Best Places to Work for LGBTQ+ Equity” and reflects UPMC’s stated values of “Dignity & Respect” for all LGBTQ+ employers and members. Across UPMC, 26 facilities have been recognized by the HRC Foundation for LGBTQ+ policies.

The HRC Foundation evaluated UPMC Health Plan and Community Care on workforce protections for LGBTQ+ workforce protections, inclusive benefits, staffing, community giving and support, and how member policies and products are LGBTQ+-inclusive.

“Our mission across all of our lines of business and all of our products is to provide affordable access to high-quality care that meets the diverse needs of all the communities we serve,” said Diane Holder, President and CEO, UPMC Health Plan. “As our top CEI score suggests, our commitment to the LGBTQ+ community extends to not only our employees, but to how we develop innovative ways to meet the specific health care needs of our LGBTQ+ members.”

Specific LBGTQ+-friendly services developed for members by UPMC Health Plan include broadening the team of specially trained member services representatives, health coaches, prescription drug experts, and care management professionals to respond appropriately and effectively to transgender-specific member inquiries.

“It is a core belief at Community Care that everyone deserves dignity and respect, and that these are crucial to building and sustaining an environment where everyone knows they are included, valued, and appreciated,” said Dr. Matthew Hurford, president of Community Care. “And through our continued partnerships with LGBTQ+-focused community organizations, we will ensure that this philosophy carries through in how we deliver care and services to our LGBTQ+ members.”
Community Care’s efforts to support LGBTQ+ members include working in conjunction with the UPMC Center for High-Value Health Care to conduct focus groups with local LGBTQ+ organizations to develop best-practice approaches and policies for health care delivery and offering inclusion and cultural competency training that highlights the importance of inclusive provider policies and practices for such areas as substance abuse disorder treatment and caring for transgender children enrolled in residential treatment.

UPMC Health Plan members interested in learning more about transgender coverage are encouraged to call Member Services at 1-844-202-0126 (or 711 for TTY) or the phone number listed on the back of their member ID card. Interested Community Care Behavioral Health members can call 1-800-553-7499 or visit ccbh.com.

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About UPMC Insurance Services
Serving more than 3.9 million members, UPMC Insurance Services is owned and operated by UPMC, a world-renowned health care provider and insurer based in Pittsburgh. UPMC Insurance Services includes commercial products from UPMC Health Plan for groups as well as individuals. Commercial products also include workers’ compensation and employee assistance from nationally known Workpartners. Government products include Medicare Advantage (UPMC for Life); special needs plans for those eligible for Medicare and Medical Assistance (UPMC for Life Complete Care and UPMC Community HealthChoices); Medical Assistance (UPMC for You); and Children’s Health Insurance Program (UPMC for Kids). Also part of UPMC Insurance Services is Community Care Behavioral Health, one of the nation’s largest managed care behavioral health organizations. For more information, visit upmchealthplan.com.

About Community Care Behavioral Health Organization
Community Care Behavioral Health, a nonprofit, tax-exempt recovery-focused behavioral health managed care organization headquartered in Pittsburgh, Pennsylvania, manages mental health and substance use disorder services for Medical Assistance recipients in 41 Pennsylvania counties. Part of UPMC, Community Care was incorporated in 1996 with a mission to improve the health and well-being of the community through the promotion of effective and accessible behavioral health services. For more information, visit ccbh.com.