

# Can you take Pride in your plans' health equity strategy?



## Determine whether your plan offerings are inclusive of people of varying identities within the LGBTQ+ community with this self assessment:

It's likely your organization is seeking to deeply understand barriers to health equity and working to address them across the segments you serve. Whether you're supporting the clinical team, operations, designing products and programs, selling to employers, or building the benefits stack for your own organization—an understanding of healthcare experiences and an inventory of current offerings is critical.

### The LGBTQ+ healthcare experience

Despite the growing community and progress being made, members of the LGBTQ+ community often do not receive equitable healthcare. A one-size-fits-all approach does not work, and in turn, excludes many people from getting the care they need.

## Let's take a look at the numbers:

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**35%**

of the LGBTQ+ population postpones or avoids care as a result of negative experiences<sup>2</sup>

**40%**

of LGBTQ+ employees report being discriminated against by their doctor<sup>2</sup>

**43%**

more likely to experience depression than non LGBTQ+ individuals<sup>2</sup>

## Do your products and programs support all of your members?

First and foremost, it's important to better understand your entire population, the changing demographics, and how that impacts their unique needs.

Equitable and inclusive care could have a larger impact than you even realize because:

**~18M**

Americans report as LGBTQ<sup>1</sup>

**40%**

of LGBTQ individuals are not out at work<sup>3</sup>

**39%**

of GenZ (ages 18-24) identify as LGBTQ<sup>4</sup>

**~3M**

adults over 50 identify as LGBTQ, growing to 7 million by 2030<sup>5</sup>

The makeup of your members continues to evolve. It's vital that future diversity, equity, inclusion and belonging (DEIB) efforts geared towards LGBTQ+ members acknowledge personal attributes in addition to sexual orientation and gender identity. Demographic factors (like race, generation, geographic location, and immigrant status) and life factors (caretaker status, faith, managerial level, parental status, and income) mean that each LGBTQ+ member has different life experiences. Equitable benefits will acknowledge each member's unique life context and needs.



**It's time to take inventory of your products, programs and health equity strategies for members of the LGBTQ+ community:**

**Provider fit**

Benefits should include in-network providers who specifically have expertise around and cultural competency to work with LGBTQ+ individuals. This means providing informed and compassionate care.

	Yes	No	I'm not sure
Can your members easily find culturally-competent, vetted, and in-network care in your provider directory? Is the vetting process more thorough than a provider checking a box that they accept LGBTQ+ patients?			
Do your networks include LGBTQ+ affirming providers? Do providers complete training and continuing education to support the specific needs of the LGBTQ+ member and provide compassionate care?			

**Trust**

There are many challenges, including a lack of culturally and clinically competent care in the current healthcare system, especially for trans and nonbinary members. As a result, many may avoid care altogether, resulting in increased costs and lower clinical outcomes.

	Yes	No	I'm not sure
Do member service teams have the appropriate resources, training, and experience to connect members of the LGBTQ+ community with affirming services? Are these resources self-serve so that members can access them anonymously?			
Does your benefits call center offer personalized, high-touch care coordination and advocacy for members within the LGBTQ+ community?			
Do your plans and programs offer members access to specialized LGBTQ+ care coordinators who have a deep understanding of gender-affirming care coverage?			

## Coverage

Many of the health challenges that LGBTQ+ individuals face are not being solved, and are often overlooked across the current healthcare system, which has significant downstream impacts on member health. Here are a few questions to consider about the accessibility of plans for LGBTQ+ members:

	Yes	No	I'm not sure
Does your plan and program offerings include: <ul style="list-style-type: none"><li>• a trans-relevant, trans-competent plan design?</li><li>• gender-affirming care coverage?</li><li>• family-building policies that are inclusive of queer and trans people (not solely focused on infertility)?</li></ul>			
Do your plans and programs support partners, spouses, and dependents with LGBTQ+ health needs? (i.e. "My daughter just told me she's gay. I'd love to talk to other parents who have had similar experiences," or, "My kid just came out as trans, what resources are available for them?")			
Do your members have access to OB/GYNs and/or fertility specialists who are affirming and knowledgeable about the LGBTQ+ community?			

## Designing an equitable healthcare experience for members of the LGBTQ+ community

As you look through your responses, you may see opportunities to re-evaluate your plans or programs from the lens of your members with diverse backgrounds. We're here to help.

At Included Health, **LGBTQ+ Health** is the leading dedicated care concierge and healthcare navigation platform for the LGBTQ+ community. Our dedicated, queer- and trans-led care team helps members connect with high-quality, affirming providers; guides members through education and preventive care awareness; and advocates for them in their time of need through everyday and major life milestones.

## Next steps:

### Understand your members

If you haven't already, we recommend working to deeply understand your members across all segments you serve.

### Access affirming care for LGBTQ+ members

Included Health has built one of the first dedicated care concierge and navigation platforms for the LGBTQ+ community, helping connect, guide and advocate for members in their healthcare journey.

Learn how Included Health can help your organization provide better care to members. [Start a conversation today.](#)

## About Included Health

Included Health is a new kind of healthcare company, delivering integrated virtual care and navigation. We're on a mission to raise the standard of healthcare for everyone. We break down barriers to provide high-quality care for every person in every community — no matter where they are in their health journey or what type of care they need, from acute to chronic, behavioral to physical. We offer our members care guidance, advocacy, and access to personalized virtual and in-person care for everyday and urgent care, primary care, behavioral health, and specialty care. It's all included.

## Contact us

✉ [connect@includedhealth.com](mailto:connect@includedhealth.com)

🖥️ [includedhealth.com/communities/lgbtq-health](https://includedhealth.com/communities/lgbtq-health)



## Source information

<sup>1</sup> <https://www.theguardian.com/world/2021/feb/24/how-many-lgbtq-americans-study-record-high>

<sup>2</sup> Included Health internal research

<sup>3</sup> <https://www.bcg.com/publications/2020/inclusive-cultures-must-follow-new-lgbtq-workforce>

<sup>4</sup> <https://www.newsweek.com/nearly-40-percent-us-gen-zs-30-percent-christians-identify-lgbtq-poll-shows-1641085>

<sup>5</sup> <https://www.apa.org/pi/lgbt/resources/aging>