

BLUE CROSS BLUE SHIELD OF MASSACHUSETTS EARNS TOP SCORE ON 2024 DISABILITY EQUALITY INDEX

Company again named a 'Best Place to Work for Disability Inclusion'

BOSTON – August 7, 2024 – For the fifth consecutive year, [Blue Cross Blue Shield of Massachusetts](#) (Blue Cross) has been named a 'Best Place to Work for Disability Inclusion,' scoring 100% on the [Disability Equality Index®](#). The index is the world's most comprehensive benchmarking tool to measure disability workplace inclusion.

"We're committed to fostering a culture of inclusion and making sure our employees have the resources and support they need to perform their best," said Michele Courton Brown, chief talent equity officer at Blue Cross. "It is an honor to receive a top score on the Disability Equality Index in recognition of our efforts to ensure disability inclusion."

The Disability Equality Index is a joint initiative of the American Association of People with Disabilities (AAPD), the nation's largest disability rights organization, and Disability:IN, the global business disability inclusion network, to collectively advance the inclusion of people with disabilities. Blue Cross was scored across several categories that evaluated efforts related to disability inclusion. The company received top marks in the following:

- **Culture & Leadership** for the company's disability-focused employee resource group and defined corporate goal of advancing corporate culture through a diversity and inclusion lens.
- **Enterprise-wide Access** for accessible buildings with features like automatic doors, automatic faucets in kitchens and bathrooms and adjustable desks; a centralized support center with trained staff and defined processes in place to handle support for employees and external customers, including requests for accessible formats; and emergency preparedness policies and procedures with specialized assistance for people with disabilities.
- **Employment Practices** for recruitment practices like partnerships with disability-focused government and non-government organizations; a presence at various disability conferences; flexible work arrangements; and inclusive benefits such as short- and long-term disability insurance, hearing and vision care coverage, paid caregiver leave, an employee assistance program and a wellness benefits program.
- **Community Support** for financial, pro bono, and in-kind support for organizations that directly and indirectly serve disabled populations; participation in the Massachusetts Attorney General's Disability Rights Advisory Committee; and making Braille ID cards available for members.
- **Supplier Diversity** for the company's commitment to a supplier diversity program requiring suppliers to provide proof of certification from various organizations that ensure race, ethnic, gender and ability diversity.

"On the 10th anniversary of the Disability Equality Index, we're extremely proud of the 542 national and international companies that are taking a proactive role in leading progress towards disability inclusion, setting a benchmark for others to follow. Their dedication to fostering inclusive workplaces not only attracts top talent but also drives innovation and creates sustainable performance in today's global market. Together, we are creating a future where everyone can contribute and thrive," said Jill Houghton, President and CEO of Disability:IN.

About Blue Cross Blue Shield of Massachusetts

Blue Cross Blue Shield of Massachusetts ([bluecrossma.org](#)) is a community-focused, tax-paying, not-for-profit health plan headquartered in Boston. We are committed to showing up for everyone like they're the only one and guiding our members to the exceptional health care they deserve – affordably, equitably and seamlessly. In keeping with our commitment, we are rated among the nation's best health plans for member satisfaction and quality. Connect with us on [Facebook](#), [Twitter](#), [YouTube](#), and [LinkedIn](#).

About the Disability Equality Index (DEI)

The Disability Equality Index has become the leading independent, third-party resource for the annual benchmarking of corporate disability inclusion policies and programs, and is now trusted by more than 70% of the United States Fortune 100 and nearly half of the Fortune 500. Such companies must increasingly consider how emerging global reporting directives and stakeholder expectations surrounding social and corporate governance factors impact their operational, cultural, reputational and financial performance.

The Disability Equality Index is an objective, reflective, forward-thinking, and confidential disability rating tool designed to assist business in advancing inclusion practices. It is a comprehensive benchmark that helps companies build a roadmap of measurable, tangible actions across five scored categories: Culture & Leadership, Enterprise-Wide Access, Employment Practices, Community Engagement, and Supplier Diversity. Participating companies receive a score, on a scale of zero (0) to 100, with those scoring 80 or higher earning the distinction of "Best Places to Work for Disability Inclusion" for the benchmark year.

Findings from a two-year Global Disability Equality Index pilot informed the launch of a scored benchmark that opened in 2024 to seven new countries in addition to the United States. These include: Brazil, Canada, Germany, India, Japan, the Philippines, and the United Kingdom. Now in its 10th year, the Disability Equality Index has grown nearly 7x since 2015, expanding from 80 companies in its first year to 542 in 2024. Collectively, the 2024 edition received 753 submissions spanning the eight benchmarked countries.

Additional assets available online:  [Photos \(2\)](#)