

HCSC by the Numbers

As of **Dec. 31, 2018**
unless otherwise stated

Health Care Service Corporation, a Mutual Legal Reserve Company, (HCSC) is the largest customer-owned health insurer in the United States, operating through our health insurance Plans in Illinois, Montana, New Mexico, Oklahoma and Texas. HCSC affiliates and subsidiaries such as Dearborn National, Medecision and Dental Network of America offer group life, disability and dental solutions, as well as a range of other individual solutions. The company, founded in 1936, serves more than 16 million¹ members across five states and employs more than 23,000 people in more than 60 local offices.

HCSC is dedicated to expanding access to high-quality, cost-effective health care and equipping our members with information and tools so they can make the best health care decisions for themselves and their families. Our health Plans were pioneers in their states, as they were the first to provide coverage for a number of procedures — ranging from heart and bone marrow transplants, to cancer and leukemia treatments. Today, we are leaders in the development of value-based care approaches to spur greater collaboration and accountability among various stakeholders to improve the health care experience for patients and consumers and enable them to lead healthier lives.

HCSC is dedicated to contributing to the well-being of the communities where our employees and members live, work and play. We continue our longstanding tradition of community support through charitable investments with community partners, volunteerism, civic engagement, event sponsorship, employee giving, donation drives and in-kind donations.

Company

Economic Impact

(Includes wages, taxes, benefits, real estate spend and charitable contributions)

- Illinois: **\$1.7 billion**
- Montana: **\$78 million**
- New Mexico: **\$166 million**
- Oklahoma: **\$226 million**
- Texas: **\$1.1 billion**

Financials

- Total statutory revenue: **\$35.9 billion**
- Statutory surplus: **\$16.8 billion**

Financial Strength Ratings

- Standard and Poor's: AA- (excellent)
- A.M. Best Company: A (excellent)
- Moody's Investors Service: A1 (good)

Community Investments

- **More than 700,000** children served through the Healthy Kids, Healthy Families[®] initiative in 2018 and **more than 24 million** health and wellness services provided to children and their families since it began in 2011
- **More than 136,000** volunteer hours logged by our employees (16 percent increase from 2017), benefitting **2,255** organizations and resulting in **more than \$569,000** in matching grants to our nonprofit community partners
- Employees donated **more than \$643,000** through annual giving campaigns, including **more than \$152,000** to our employee relief fund, which provides short-term assistance to employees experiencing severe financial hardship. In 2017, 365 employees received funding.

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Providers

Networks

- Medical (HCSC's five health insurance Plans total):
Approximately 258,000 network physicians and other providers
 - Illinois: **Approximately 83,900**
 - Montana: **Approximately 8,300**
 - New Mexico: **Approximately 16,000**
 - Oklahoma: **Approximately 20,600**
 - Texas: **Approximately 128,600**
- **Approximately 8,200 network facilities**
 - Illinois: **Approximately 2,200**
 - Montana: **Approximately 300**
 - New Mexico: **Approximately 400**
 - Oklahoma: **Approximately 680**
 - Texas: **Approximately 4,650**
- Percentage of claims dollars paid in-network: **96.1 percent**
- Provider calls per day answered by a service rep: **Approximately 38,000 (9.9 million annually)**



Members

Membership¹

Membership total: **More than 16 million¹** (nation's largest customer-owned health insurer)

By State:

- Illinois: **More than 8.5 million**
- Montana: **More than 226,000**
- New Mexico: **More than 530,000**
- Oklahoma: **More than 825,000**
- Texas: **More than 5.7 million**



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Company *(Continued from previous page)*

- In 2018, HCSC received a number of prestigious awards and recognitions, including the American Heart Association Workplace Health Achievement Award and being named to the **Civic 50** for our community engagement initiatives, which translate good intentions into sound business practices.

We partnered with Feeding America to support 26 food banks in 2018 to eliminate food insecurity and remove barriers to adequate nutrition. Our community partners reported more than 2.5 million pounds of food being distributed across our states, benefitting more than 1 million adults and children. Over the next two years, HCSC will donate \$1.2 million to Feeding America in our five states. We aim to help families and individuals, young and old, get the food they need to be healthy. This collaboration also will help address chronic health issues often related to food insecurity.

Employees

- Total HCSC employees: **More than 23,000**
- Health Plans:
 - Illinois: **More than 11,400**
 - Montana: **More than 480**
 - New Mexico: **More than 1,600**
 - Oklahoma: **More than 1,000**
 - Texas: **More than 7,000**
- Wholly owned subsidiaries: **Approximately 1,300**

Diversity and Inclusion

- No. 7** on Diversity MBA's Best Places for Women and Diverse Managers to Work
- Diversity MBA 50 Out Front: Best Places to Work for Women and Diverse Managers recognized in five categories:
 - Accountability
 - Board Diversity
 - Representation
 - Succession Planning
 - Workplace Inclusion and Retention
- Forbes: Best Employers for Diversity and Best Employers for Women
- Awarded 100 percent** on the Human Rights Campaign Foundation's Corporate Equality Index – Best Places to Work
- Awarded 100 percent** on the Disability:IN Disability Equality Index
- 2018 GI Jobs Military Friendly Employers®**
- People of color comprise **37 percent** of HCSC's workforce and **33 percent** of our overall management
- 61 percent** of HCSC's management are women
- Our **president and CEO** is a woman
- Nine** Business Resource Groups (BRG) with **44** chapters and **more than 6,600** members across HCSC's five states. BRGs add value by creating a diverse and inclusive culture, supporting and contributing to business goals, enhancing community outreach efforts, strengthening our talent pipeline and helping us reach new consumer markets.

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Members *(Continued from previous page)*

Retail Membership Health Services Highlights

HCSC provided **more than 538,000** retail members with access to well care visits and **more than 249,000** retail members with access to biometric screenings. Following are some examples of the benefits received by those who purchased health insurance during 2018 open enrollment:

State	Well Visits*	Biometric Screenings*	Mammo-grams*	Babies Delivered*
Illinois	142,189	61,414	21,656	1,334
Montana	15,215	5,450	2,684	200
New Mexico	2,925	1,226	481	23
Oklahoma	118,131	48,064	15,164	1,234
Texas	260,143	133,130	37,160	3,284
HCSC Total	538,603	249,284	77,145	6,075

*Counts represent the number of members who received each type of procedure and are not a count of procedures performed.

Member Loyalty Score

- Members' likelihood to remain enrolled/recommend an HCSC health Plan to others: **86.6 percent (2.8 percentage points higher than the competition)**

Member Phone Inquiries

- Number of member calls per day answered by a service representative: **approximately 37,910 (9.8 million calls annually)**
- Percentage of inquiries resolved in the first call: **70.6 percent**
- Satisfaction rate: **79 percent**



Claims

- Average number of claims processed per day: **Approximately 888,000 (230 million annually)**
- Percentage of claims paid in the first 14 days: **92.6 percent**

Member Coverage

- Financed preventive health and wellness services for **more than 5.5 million** members
- Covered **more than 4 million** emergency room visits
- Covered **more than 52,000** premature babies and prenatal care for **more than 179,000**
- Covered treatment for mental health conditions for **nearly 1.7 million** members with **more than 10.9 million** office visits
- Covered treatment for depression for **more than 727,000** members with **more than 5.4 million** office visits
- Covered treatment for Parkinson's or Alzheimer's for **more than 182,000** members
- Covered **more than 4.3 million** immunizations for **more than 1.5 million** members

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Ethics and Compliance

- Received the **2018 World's Most Ethical Companies®** designation from the Ethisphere Institute for the third year in a row. HCSC was one of 135 companies globally to receive the designation, which is awarded to a limited number of companies that demonstrate through their programs, policies and actions that corporate integrity stands alongside operational factors as a key business driver.
- Awarded a **Best Practice** award from Health Ethics Trust for its program to Measure the Effectiveness of Training. This is the 18th consecutive year to win a Best Practice award.

Environmental Sustainability

In 2018, HCSC recycled more than 680 tons of paper, resulting in:

- **11,645** trees saved
- **More than 4.7 million** gallons of water saved
- **41,000** pounds of pollutants avoided
- **2,055** cubic yards of landfill space spared
- **260,297** gallons of oil saved
- **More than 2.7 million** kilowatts of electricity saved
- **171,248** pounds of carbon dioxide absorbed



To help reduce the number of employees that drive to work, we have encouraged telecommuting and work-from-home opportunities.

- **Nearly 28 percent** of our employees telecommute reducing greenhouse gas (GHG) emissions.
- Funded **more than 6,600** bikes in bike-share programs in Chicago, Houston and Oklahoma City, offsetting the equivalent of:
 - **2,215** cars
 - **1,174,019** gallons of gas
 - **10,434 metric tons** GHG emissions

We participate in the following sustainability reporting initiatives:

- The Carbon Disclosure Project (CDP) – a disclosure system for organizations around the world to publicly or privately disclose information about their impact on climate change.
- EcoVadis – an assessment of our environmental and social performance that cover environment, fair labor and human rights, ethics and sustainable procurement.

¹ Reflects January 2019 totals and includes national employer plans, large local employer plans, small local employer plans, individual plans, government programs and members who have Medicare Supplement and Part D coverage.

Members *(Continued from previous page)*

Member Communications

- Sign-ons for our member online service that allows access to health care information through a secured site: **Nearly 15 million**
- Facebook fans: **Approximately 245,000**
- Twitter followers: **Approximately 49,000**

