

Serving Our Members

Health Care Service Corporation, a Mutual Legal Reserve Company, is **the largest mutual health insurer in the United States**, serving 27.3 million members and managing more than \$150 billion of medical spend in 2025.

Our strength lies in our workforce of more than **34,000 employees** who help ensure our members receive the right care in the right setting at the right time.

Connection to Our Communities

We have collaborated with local partners whose knowledge, experience and talents help create healthier communities. In 2025, we awarded more than \$32 million in grants and sponsorships to community organizations, bringing our 10-year investment total to more than \$260 million to expand access to care in five strategic focus areas:

Economic Opportunity and Stability

Since 2022, we have invested \$2.5 million in Hope Chicago, an organization which improves economic outcomes by expanding access to higher education through empowering students and their families to pursue educational aspirations without student loans.

Locally Defined Health Solutions

In 2025, we invested more than \$4.1 million in grants to organizations working at the local level, including Montana State University's Mark and Robyn Jones College of Nursing to improve the expertise of nurse practitioners in rural communities.

Neighborhood and Local Assets

As the lead sponsor of the National Fitness Campaign in Illinois, Montana, New Mexico, Oklahoma and Texas, we helped launch 26 new outdoor Fitness Courts® in 2025, and nearly 80 overall since 2022, to increase access to physical exercise.

Our Values

- **Integrity:** Always do the right thing
- **Respect:** Everyone deserves it
- **Commitment:** We keep our promises
- **Excellence:** We drive extraordinary results
- **Caring:** We put our heart into our work

Optimal Health Outcomes

In 2025, our Maternal and Infant Health program awarded nearly \$5 million to 38 partners, supporting over 219,000 people and 3,700 births. Our 28 care vans served more than 97,000 clients at no cost, providing nearly 44,000 immunizations and over 97,000 other health services. Our four neighborhood centers supported more than 8,700 visitors with in-person and virtual health and wellness programming at no cost.

Food Access and Nutrition

We awarded a grant of \$300,000 in 2025 to support the national hunger relief organization Feeding America's Good Jobs Challenge, which strengthens the workforce training programs in the organization's food bank network, including Central Texas Food Bank in Austin, Texas.

Partnering with Providers

Our strong networks of community providers and our portfolio of health care solutions are key factors in our ability to provide members with access to high-quality care.

Engaging Providers through Clinical Data Exchange

Real-time data sharing through the Health Data Exchange has significantly improved our performance on Healthcare Effectiveness Data Information Set measures of performance and service. The use of real-time data fosters collaboration among physicians, enables providers and HCSC teams to improve patient outcomes, enhances HCSC's operational effectiveness, and reduces the cost of care.

Behavioral Health

As we continue our commitment to providing broad and seamless access for behavioral health care, we are collaborating with strategic partner Headway to expand and enhance behavioral health care services, including offering easy-to-navigate provider access and using outcome measures to demonstrate improvement.

Value-Based Care and Provider Enablement

We are focused on creating holistic, value-based care models that address fragmentation and gaps in health care. We have a three-pronged approach to address value and increase access to coordinated, high-quality care for our members:

1. We continue offering and improving our broad portfolio of VBC payment models aligned to clinical care models and medical cost drivers.
2. We continually improve provider engagement and insights through enabling analytics and platform solutions that promote care collaboration.
3. We continue to increase provider participation in programs that tie network negotiations to performance.

Enhancing Value Delivered to Stakeholders

In addition to health care coverage, we provide members with access to a variety of programs to help them lead their healthiest lives. These personalized and data-driven experiences aim to provide them with the tools and resources needed to achieve their health care goals.

Delivering On Our Promise



Our network includes more than **500,000** physicians and other providers and more than **11,000** hospitals and other facilities



In 2025, we handled an average of **1.7 million claims** for our members **each day**



Our mobile health units provided **more than 44,000** immunizations and other health care services at no cost in 2025



In 2025, we contributed more than **183,000** employee volunteer hours