A Message from Our CEO and President

Health Care Service Corporation (HCSC) embraces the values of diversity, equity and inclusion and recognizes its importance in providing access to quality, cost-effective health care for all the individuals and communities we serve. We develop our approaches, products and capabilities with this in mind so we can best serve the diverse needs of our members and communities.

We understand that providing an environment of mutual respect and understanding empowers employees to bring their best selves to work each day. We will continue to strengthen our data and talent infrastructure, our talent pipeline and gain insights from a diverse and inclusive workplace culture.

You can learn more about our commitment to diversity, equity and inclusion in our 2020 Diversity and Inclusion Profile. I know you will appreciate the positive impact these values have made for our customers, our communities and our company.

Welcome to Our 2020 Diversity and Inclusion Profile

Health Care Service Corporation (HCSC) and the Center for Diversity and Inclusion are pleased to share our fourth Diversity and Inclusion Profile — a compilation of our unique ideas, perspectives and programs, which we believe set us apart as an employer of choice.

2020 brought extraordinary times for all of us, challenging the way we work, think, live and conduct our business. Diversity, Equity and Inclusion have proven critical as we strive to remain connected. At HCSC, we celebrate our diverse backgrounds, cultures and experiences, believing they are vital to our success.

We continue to seek to attract diverse talent, foster inclusivity and encourage learning and development so our employees are best suited to serve our customers and meet our members’ needs in our ever-evolving diverse communities.

As you read through our D&I Profile and learn how we advance our initiatives toward better solutions and greater outcomes, remember how each of our unique attributes helps strengthen us as individuals, as an organization and as a broader human community.
Insights From Our New Chief Human Resources Officer

As HCSC’s new Chief Human Resources Officer, how do you plan to direct and drive an inclusive work environment? To achieve critical mass and sustainable success, our efforts need to be “leader led, HR enabled.” HR’s goal is to provide the training, tools and incentives to help all people leaders recruit, develop and retain highly capable, diverse and engaged teams. For example, in 2021, we will establish diversity and inclusion (D&I) goals tied to long-term incentive payouts. We will continue to build out D&I curriculum to help leaders and employees fully understand the proven benefits of a diverse and inclusive workforce and how to achieve it. Powering all of our D&I efforts will be a best-in-class Talent Acceleration Process (TAP) centered around 4Es — experience, exposure, evaluation and education — to ensure all employees have the opportunity to reach their fullest potential. TAP, plus leadership and technical development programs, will help us continually identify the best employees and leaders from the broadest internal and external talent pools.

What challenges do we face in developing and retaining diverse talent during a remote work environment? Great question. While many companies are getting their arms around the technical aspects of remote work, maintaining cultural and social connection remains a challenge, especially for groups and individuals who were already working toward greater inclusion in the traditional work setting. If we lose the hearts and minds of these employees, there is a significant risk that we will lose them physically, too. To offset this risk, we need to ensure our development processes can be adapted and deployed to a remote workforce. We will also need to double our efforts to connect employees through cultural and social events that keeps the HCSC family intact. Our Business Resource Groups (BRGs) will play a critical role in our outreach and connectivity efforts.

Are there differences between leading effectively and maintaining employee engagement while working remotely versus working in an office setting? Yes. The biggest difference is the inability to “mix and mingle” as a way to create and gauge levels of engagement. Scheduled meetings and events will continue to happen in a remote environment, but the unscheduled, impromptu social visits or business discussions won’t naturally occur. There are some technologies that seek to replicate the office environment virtually, and we will want to explore their use. Moreover, we need to proactively create social events to allow non-work related gatherings and interactions to keep employees engaged. Last, but certainly not least, we will need continuous education to help our leaders develop skills and techniques to maintain engagement in a remote setting.
HCSC View

Diversity and Inclusion by the Numbers

HCSC has an **African American President**.
Almost **6,000 employees** are engaged in a **Business Resource Group**.
**63%** of our professional **workforce** is engaged in roles related to science, technology, engineering, arts and mathematics (STEAM) at HCSC.

### People of Color

- **44%** People of Color Employees
- **36%** Overall management team represented by people of color
- **32%** Executives, Vice Presidents & Directors represented by people of color

### Additional Diversity

- **74%** Women Employees
- **63%** Women represented in management positions
- **2%** Employees who self-identify as veterans
- **7%** Employees who self-identify as having a disability

### Management Level and Above

- **10%** Baby Boomers
- **72%** Generation X
- **18%** Millennials

### Total Employee Population

- **9%** Baby Boomers
- **55%** Generation X
- **36%** Millennials

### Generations

- **9%** Baby Boomers
- **55%** Generation X
- **36%** Millennials

### People of Color

- **18%** African Americans
- **9%** Asian Americans
- **13%** Latinos
- **1%** Native Americans
- **2%** Two or More Races

### Additional Diversity

- **7%** People with Disabilities
- **2%** Veterans
- **74%** Women

*This data approximately reflects our representation.*
### HCSC State View

#### Diversity and Inclusion by the Numbers

<table>
<thead>
<tr>
<th>State</th>
<th>Generations</th>
<th>People of Color</th>
<th>Additional Diversity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illinois</td>
<td>8% Baby Boomers, 54% Generation X, 38% Millennials</td>
<td>19% African Americans, 9% Asian Americans, 7% Latinos, 0% Native Americans</td>
<td>6% People with Disabilities, 1% Veterans, 72% Women</td>
</tr>
<tr>
<td>Montana</td>
<td>11% Baby Boomers, 55% Generation X, 34% Millennials</td>
<td>1% African Americans, 0% Asian Americans, 2% Latinos, 2% Native Americans</td>
<td>9% People with Disabilities, 4% Veterans, 75% Women</td>
</tr>
<tr>
<td>New Mexico</td>
<td>11% Baby Boomers, 52% Generation X, 37% Millennials</td>
<td>3% African Americans, 2% Asian Americans, 48% Latinos, 8% Native Americans</td>
<td>7% People with Disabilities, 3% Veterans, 81% Women</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>12% Baby Boomers, 59% Generation X, 28% Millennials</td>
<td>15% African Americans, 3% Asian Americans, 4% Latinos, 8% Native Americans</td>
<td>11% People with Disabilities, 3% Veterans, 81% Women</td>
</tr>
<tr>
<td>Texas</td>
<td>9% Baby Boomers, 56% Generation X, 35% Millennials</td>
<td>22% African Americans, 10% Asian Americans, 16% Latinos, 1% Native Americans</td>
<td>7% People with Disabilities, 2% Veterans, 76% Women</td>
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The above numbers represent the diversity of employees within each of our five states, with the generations data being aligned to current PwC benchmark ranges.
Leadership Accountability

To ensure accountability at the corporate level, the 2020 Diversity and Inclusion goal was geared toward senior leaders who are direct reports of the President & CEO. These leaders are held responsible for helping sustain a diverse workforce and creating an inclusive work environment. We encouraged leaders to partner with other leaders in their organization, Human Resources and the Center for Diversity and Inclusion to implement an ongoing D&I program and action plan that enhances the engagement and development of their team to increase diverse candidate slates, provide year-end results against hiring benchmarks and enhance their knowledge of D&I by participating in learning and development opportunities.

This 2020 D&I goal was modified to provide customizable components, with the requirement to fulfill two of three options to achieve the goal. This gave senior leaders an opportunity to focus on improving areas of D&I that were relevant to their teams.

“Being a member of the Executive D&I Council has taught me the importance of being a good listener and a strong advocate. It has shown me how others are making an impact every day on the lives of our employees through their BRGs. HCSC does not discriminate in terms of who we sell our products to or how we pay our benefits. Our customers and constituents want to know that we treat everyone with dignity and respect regardless of our differences and that we value unique experiences.”

Tom Lubben
Senior Vice President, Compliance, Audit, Special Investigations, Privacy and Regulatory Oversight, and Enterprise Risk Management; Chief Ethics and Compliance Officer
Moving forward, we will continue to partner with each plan state and new operating areas to develop forward-looking D&I plans focused on the anticipation of market changes in our dynamic industry. We will develop D&I targets to increase diverse representation within teams, better understand and address how specific demographics perceive their employee experience and further align D&I with opportunities to differentiate HCSC in the value we provide to our members.

**Diversity and Inclusion Governance**

The Executive D&I Council meets quarterly to promote an increased awareness of, and a shared commitment to, a diverse and inclusive workplace. In 2020 the Council supported the launch of a new Talent Landscape which focuses on enhancing our data and talent infrastructure, strengthening our talent pipeline and deepening our accountability. This best practice initiative is integral to attracting diverse talent and maintaining an inclusive workplace for all our employees. The Council is engaged in integrating D&I into HCSC’s overall Business Strategy and advancing our company’s purpose of standing with our members and communities to make the biggest impact on the most people.

**Executive Diversity and Inclusion Council**

Our Executive D&I Council focuses on implementing these principles into the overall business strategy. They provide guidance and oversight to the Enterprise D&I Steering Committee which drills down the strategy to leaders within the organization. Members of the Executive Council consist of leaders who represent the breadth of the HCSC enterprise business units and non-operations functions. The Council continues to focus efforts on providing direction on operationalizing HCSC’s D&I efforts through performance excellence, stakeholder engagement, customer satisfaction and financial impact.

**Enterprise Diversity and Inclusion Steering Committee**

The Enterprise D&I Steering Committee consists of the Enterprise Chairpersons of the Business Resource Groups (BRGs) and a representative from Enterprise Public Affairs and Corporate Communications. The main responsibility of the Steering Committee is to set BRG enterprise goals and strategic direction.

**Current Members:**

- Kevin Cassidy
  HCSC Chief Growth Officer
- Joseph Cunningham
  President OK Division
- Steve Hamman
  President IL Division
- Stephen Harris
  President Medicaid and GBS Enablement
- Tom Lubben
  Senior Vice President CASSIP
- Andy Napoli
  Senior Vice President, Chief Customer Service Officer
- Jeffrey Tikkanen
  Senior Vice President HCSC Markets
- Manika Turnbull, Ph.D.
  Divisional Senior Vice President, Workforce, Talent and Business Engagement
- Jill Wolowitz
  Senior Vice President, Chief Administrative Officer, Office of CEO & President
Diverse Talent and Talent Solutions

At Health Care Service Corporation we prioritize building a talent pipeline for the future. With a focus on promoting a culture of performance excellence, we aim to recruit top diverse candidates, develop current talent, elevate workforce engagement and improve organizational effectiveness.

Diverse Talent

At HCSC, we continue to source diverse talent by building deep meaningful relationships with a small number of core schools. Strategically partnering with Historically Black Colleges and Universities (HBCUs) and Hispanic Serving Institutions (HSIs) we aim to fill HCSC’s current talent gaps and build a continuous pipeline of talent. By focusing on experienced “ready now” talent, we can align a diverse talent pool to our current hiring needs.

By leveraging and fostering relationships through internships and connecting with current students, alumni offices and diverse cultural organizations, we plan to boost our talent for the future. Our Internship Program attracts emerging talent, establishes our employer brand and increases the quality of hire with the goal of converting interns into full-time employees and building an ongoing talent pipeline. Through these relationships, HCSC positions itself as an employer of choice with top college talent at HBCU and HSI institutions.

2019 – 2020 Partner Schools
- Clark Atlanta University
- DePaul University
- Illinois University
- Loyola University Chicago
- Morehouse College
- Northwestern University
- Southern Methodist University
- Spelman College
- Texas A&M University
- Texas Southern University
- The University of Texas Arlington
- The University of Texas at Austin
- The University of Texas at Dallas
- The University of Texas at El Paso
- University of Illinois at Chicago
- Xavier University of Louisiana

HCSC held an in-person, socially distanced job fair at our new center in Chicago’s Morgan Park neighborhood.
Diverse Partners

Our talent acquisition team and business leaders intentionally connect with selected organizations whose members represent top talent. These strategic partnerships are among our strengths in competing in today's marketplace.

HCSC serves diverse communities, and as our workforce grows, our commitment remains to recruit, develop, and retain diverse talent. Our team leverages data from our workforce demographics to support our strategic partnership selections. Through partnering with diverse organizations, HCSC is able to share trending careers. Diverse organization members have unique opportunities to interact with our business leaders.

2020 Diverse Organization Partnerships

- ADA 25 Advancing Leadership
- Allies in Service
- AnitaB.org
- Catalyst
- Disability:IN
- Diversity Best Practices
- Diversity MBA
- G.I. Jobs
- Hispanic Alliance for Career Enhancement (HACE)
- Hispanic Engineer National Achievement Awards Corporation (HENAAC)
- Roll Call Chicagoland
- Skills for Chicagoland's Future
- Society of Hispanic Professional Engineers (SHPE)
- Tanenbaum
- The Honor Foundation
- United Service Organization-USO of Illinois
- U.S. Chamber of Commerce-Hiring Our Heroes

Members of the Center for Diversity & Inclusion and Talent Acquisition teams welcomed diverse job applicants to our new center in Chicago’s Morgan Park neighborhood.
Business Resource Groups

Our Business Resource Groups (BRGs) contribute to the overall business strategy and serve as useful tools for recruiting diverse talent, raising awareness of various cultures and engaging the workforce on issues relating to diversity and Inclusion. Health Care Service Corporation’s BRGs are voluntary, employee-driven groups open to all employees.

Our nine BRGs provide employees the opportunity to connect with others with whom they share one or more dimensions of their identity. They drive affiliation and engagement for those who may not yet see themselves represented in all areas of our business. BRGs also develop opportunities for everyone to gain greater understanding and appreciation of differences that are part of the HCSC culture.

In 2019, the Center for Diversity and Inclusion (CDI) conducted a Listening Tour, with BRG leaders in all our locations, to gain insights on what is working well, where we can do better and how to strengthen their business impact. The insights gained during this process, combined with research and benchmark data, has informed and shaped the future direction of our BRG program.

In 2020, we modified the structure of our BRG leadership roles and responsibilities to better align with our current D&I strategy and goals. Our leadership structure now optimizes resources based on location support and employee engagement. All BRGs across all five Blue Cross and Blue Shield Plan states hosted HCSC’s first ever virtual BRG Membership Drive. The virtual Membership Drive allowed each group to provide insights around engaging topics, membership details, programming highlights, key successes, leadership opportunities and much more. Over 1,000 employees took part in the sessions over a two-week period.

Our BRG program faced adversity with the challenges 2020 brought, and the circumstances have required us all to build higher levels of resilience in ourselves and within our teams. Despite this, our BRGs were successful in offering meaningful and informative virtual programming and events. These efforts were instrumental in building community, strengthening engagement and providing support to employees.

The HCSC BRGs are listed below:

- African Americans In Motion (AAIM)
- Asian American Business Resource Group (AABRG)
- Engaging Multigenerational Energy to Recognize Growth Enterprise (EMERGE)
- In-Abled (disability community)
- Latinos for Advancement (LA)
- Native Americans In Progress (NAIP)
- Pride Alliance (lesbian, gay, bisexual, transgender and queer/questioning community)
- Supporters of Military Veterans at HCSC (SMVH)
- Women Improving the Strength of the Enterprise (WISE)
During Black History Month, AAIM hosted an event about identifying health disparities and social inequities affecting African American maternal health.

The SMVH Veteran’s Day Program featured an external speaker from The Grit Institute.

BRGs at HCSC

9 BRGs
45 chapters
90% increase in membership from 2018-2020
More than 6k engaged employees

BRGs Go Virtual!

Karen Nunn, Divisional Vice President, Finance Balancing & Controls, speaks to employees during the WISE Women in Finance & Technology virtual event.

Jose De La Rosa, Executive Director in Corporate Strategy and Enterprise Chairperson for the Latinos for Advancement BRG, spoke during a virtual panel event for Hispanic Heritage Month.
Kevin Cassidy
Chief Growth Officer

The BRGs develop goals aligned to an operating model that focuses on career, commerce, community and culture. Through volunteer opportunities, employee engagement and targeted programs, they help disseminate messages of inclusion internally and externally within our communities.

**Career**

Latinos for Advancement (LA) organized a virtual Hispanic Leadership Panel to create awareness around career advancement and leadership roles for Hispanic employees. The panel included four Hispanic leaders as well as leaders of the LA BRG chapters who spoke about their backgrounds and careers.

**Commerce**

Pride Alliance BRG worked with our existing community partners to focus Pride month as not just a month of celebration, but a month of service. They engaged with a variety of organizations to help raise funds through virtual opportunities.

**Community**

Native Americans In Progress (NAIP) BRG members partnered with HCSC’s Oklahoma Government Relations team to host an event for employees to learn more about our Native American Markets, best practices for working with tribes in Oklahoma communities and why our Native American markets are important to our business.

**Culture**

Asian American BRG (AABRG) celebrated Asian American Pacific Islander Heritage Month by creating a virtual cultural showcase. Throughout the month of May, AABRG showcased Asian-inspired cooking videos, shared recipes, featured a slideshow of traditional Asian fashion and encouraged employees to join in other fun interactive learning experiences.

“I’m very proud to be the Asian American BRG’s executive sponsor with my commitment to listening, learning and being a strong advocate for this important group. Like members of all our BRGs, they provide our company the diversity of thought, mindsets and creative solution building that we can bring to our customers, members and communities.”

Kevin Cassidy
Chief Growth Officer
Our Employee Network, Voices of Diversity, increases workforce engagement through interactions around affinity, talent and common interest. It provides an outlet for employees to connect, share and learn from each other.

Voices of Diversity is an ensemble of employees who perform a variety of music in concerts throughout the year. Music is their unifying element to support and promote the company’s commitment to diversity and inclusion.

**Employee Network**

**Oklahoma**

African Americans In Motion (AAIM) hosted a virtual Lunch & Learn for employees to learn about the 1921 Tulsa Race Massacre. Employees learned about the history of the 1921 Tulsa Race Massacre and the events that took place leading up to the May 2021 Centennial Commemoration. The event featured a special guest speaker from the 1921 Tulsa Race Massacre Centennial Commission who shared detailed information and answered questions.

**New Mexico**

Women Improving the Enterprise (WISE) BRG members arranged a virtual panel discussion with three of HCSC’s female leaders. They shared personal stories about how they became leaders and how they juggle work and home-life together. The event drew a large virtual audience and received great feedback.

**Montana**

Engaging Multigenerational Energy to Recognize Growth Enterprise Wide (EMERGE) members in Helena, MT worked closely with the EMERGE chapters in other states to change the BRG from a millennial focus to a multigenerational one. This allows EMERGE to better leverage the unique generational differences in our current workforce and aim to highlight the unique perspectives that millennial employees bring to the workforce.

**Illinois**

In-Abled’s Chicago chapter stayed connected and supported each other during a time where many employees worked remote, by hosting regular virtual “caregiver support” meetups. These provided members and employees an outlet to share helpful information, provide feedback, answer questions, stay connected and build each other up during an uncertain time.

**Texas**

Supporters of Military Veterans at HCSC (SMVH) Richardson, TX, chapter members partnered with the SMVH Chicago chapter to ensure that both Memorial Day and Veterans Day were recognized through companywide virtual events.
Learning and Development

Health Care Service Corporation fosters an environment where employees feel welcome to bring their authentic selves to work each day. To ensure an understanding for the importance of diversity and inclusion the company provides extensive learning and development opportunities.

**Enterprise-wide D&I Training**

The Center for Diversity and Inclusion (CDI) team rolled out an enterprise-wide required learning course for all HCSC employees focused on Understanding Emotional Tax. The course featured a speaker from one of our external diverse partners and our DSVP, Workforce, Talent and Business Engagement, Manika Turnbull, having a one-on-one conversation about Emotional Tax. The course detailed what Emotional Tax is, why it’s important to talk about, why some people experience it and what managers and employees can do to help mitigate it. The course received positive reviews from employees and leaders alike.

**CDI Unleashed**

CDI relaunched the CDI Unleashed Diversity Speaker Series: Culture, Conversation, Empowerment. The series aims to create a culture of dialogue by taking a deeper dive into many of the traditional and nontraditional topics of D&I. Each session was held virtually for all HCSC employees to engage and participate in. The first, Managing Bias in Times of Uncertainty, focused on the effects of COVID-19 stereotyping and discrimination, the stigma associated with a person who tests positive for COVID-19, and the mental health impact of those already coping with the disease and their ability to function in society.

The second session focused on Equity and Equality and provided employees with definitions of each so they may better understand the differences and why they matter. The final session aimed to raise awareness among employees about religion, resilience.

The virtual CDI Unleashed event, Equity and Equality: What is the Difference and Why it Matters featured an external speaker from The Vocati Group.

The CDI Unleashed event, The Holiday Dilemma, Religion and Mental Health featured external speakers from Tanenbaum.
and mental health during the winter holiday season, because this can be a particularly stressful and taxing time of year. The presentation provided common reasons and offered participants profound solutions. Post-event survey results were very positive.

Post-event surveys throughout the year indicated employees appreciated the topics and presentations.

Educational Resources

The CDI updated HCSC’s internal Resources pages to improve navigation and add educational materials and content relevant to current events, about Emotional Tax, Courageous Conversations to address bias and learning gaps, Unconscious Bias, Race Relations and the importance of “Equity” in Diversity, Equity and Inclusion.

Leader Resources

As we experienced a multitude of extraordinary times within our company, nation and world, we found it imperative to ensure our leaders were knowledgeable about what was going on and what we could do as a company to combat racial bias and injustices. Maurice Smith, President and CEO, and Manika Turnbull, DSVP, Workforce, Talent and Business Engagement, communicated directly with HCSC leadership through several communications highlighting the importance of being prepared to take the lead on guiding conversations and creating an opportunity for employees to share their thoughts and concerns. Leaders were also provided with necessary education materials and resources to assist them in these conversations.

To further ensure leaders were equipped, the CDI team prepared a toolkit, “Standing Together,” that included specific action steps leaders could take, information on resources to provide employees and examples of diversity, equity and inclusion.

Additionally, communications from Executive D&I Council members were shared enterprise-wide and featured personal stories on why D&I is a business imperative. They also touched on the importance of understanding equity vs. equality, joining a Business Resource Group, respect in the workplace and other subjects.
COVID-19 Relief Efforts

Throughout the world the Novel Coronavirus Disease 2019 (COVID-19) rapidly spread and affected the lives of millions of people.

As the largest customer-owned health insurance company in the United States, we knew it was our duty to help our employees and our members stay informed, educated and supported during this uncertain time. The health, safety and well-being of our members, employees and the communities we serve are our top priorities. We stood ready to assist doctors, hospitals and federal, state and local public health organizations in assisting those who might be affected.

For our Employees

Health Care Service Corporation and our Motiva Wellness Center offered a series of educational resources and events aimed to improving the overall mental, emotional and physical health of employees, to help them balance work and home life during this difficult time. The series, Mind, Body, Spirit, featured a regular cadence of virtual events called “Ask a Doctor.” Employees heard from HCSC’s top doctors on a variety of subjects including Emotional Agility in the Workplace, Managing Mental Health and Emotional Well-being, COVID-19 Vaccine and the Winter Season, and Virtual Employee Resources.

“We’ve worked hard to create programs that help our communities mitigate the impact COVID-19 has had on our diverse populations, including identification and direct clinical outreach to high risk populations, and enabling our clinical employees to volunteer on the frontlines.” Monica Berner, Chief Clinical Officer

For our Community and Members

We established a Community Collaborative Grant Fund to facilitate the ease of providing support in the areas where our communities need it most. HCSC deployed $8 million across our health plans in Illinois, Montana, New Mexico, Oklahoma and Texas to help our communities remain safe and healthy during the COVID-19 global crisis. The grants focused on hunger, child care, provider support, senior care and access to care. Additional work was conducted in each of our five plans:

- **Illinois:** We purchased and donated 150,000 KN95 masks to the state of Illinois through the Illinois Emergency Management Agency (IMEA) to help provide better protection to health care workers in Illinois.
- **Montana:** We donated 250 emergency hygiene kits to the Helena-based YWCA and homeless shelters.
- **New Mexico:** 2,000 reusable bags were donated to Albuquerque Public Schools (APS) for food distribution to communities in need throughout Bernalillo County.
- **Oklahoma:** Our Oklahoma Caring Foundation’s Caring Van program partnered with the Oklahoma State Department of Health in an effort to test 90,000 people during the month of May. The Care Vans were strategically placed mobile testing sites in underserved areas, coordinated by state and local health departments.
- **Texas:** We supported a group of renal nutritionists and social workers in Houston, making sure that dialysis patients had healthy food options. We deployed one of our Care Vans to deliver food to the dialysis centers in low-income areas so patients could take food home rather than put themselves at risk by going to a grocery store.
Business Integration

At Health Care Service Corporation, ensuring that diversity and inclusion is integrated into our daily business operations is essential to our success as a leading health insurer.

We are held accountable for having an employee population that is reflective of the members we serve and for delivering products and services that meet the needs of this diverse population.

Partnering with our Illinois plan, the Sales and Account Management (SAM) team implemented a “New Grad Program” which focused on hiring diverse college grads. The SAM team also ensured that all members, including leaders went through an extensive D&I training and awareness program.

In our Oklahoma plan, a cross-functional Diversity, Equity, and Inclusion Workgroup was formed to assist employees by providing educational materials and ensuring that all employees feel included, connected and welcome to bring their whole selves to work each day. The Center for Diversity and Inclusion (CDI) also assisted in rolling out Unconscious Bias training for Oklahoma leaders. The plan also focused on connecting with local Oklahoma officials to discuss social determinants of health.

With an active focus on Hispanic communities in Texas, our Texas plan partnered with Sanitas USA to provide an easier way for the uninsured market to access healthcare in their local neighborhoods. At Sanitas clinics, members have access to one-on-one assistance with choosing a health plan, face-to-face interaction with customer service professionals, and benefit coordination with a medical team. Also, by consulting with local community members, employees, and members of our Latinos for Advancement Business Resource Group (BRG), BCBSTX was able to develop more meaningful messaging and sales strategies that targeted our Hispanic members.

Supplier Diversity

Supplier Diversity is important to HCSC because it creates economic impact in the communities we serve. Diversity spend and reporting are core components of doing business in today’s environment.

In 2020, HCSC spend with non-diverse suppliers is trending downward in comparison to 2019, which was at $3.2 billion, projected to end roughly at $2.9 billion. Diversity spend is projected to end at $161 million for the year, which is slightly lower than 2019 at $189 million.

The Corporate Supplier Diversity (CSD) Team focused on various initiatives related to COVID-19 response for our members, including partnering with our Government Programs, External Workforce Team and with Medicare-Medicaid Contracts. CSD also engaged with over 80 diverse suppliers in the fields of transportation and providers in our top provider sectors of Illinois.

"New Mexico is home to a wonderfully diverse population, and our workforce reflects the diversity and rich cultures we serve. This enables us to understand and serve our members with culturally sensitive support and resources, helping them get access to the care they need and make informed health care decisions.”

Janice Torrez
President, NM Division
Awards and Recognition

Recognition of our diversity and inclusion practices, programs and strategies in 2020 included:

**National**

**Diversity MBA**
- 50 Out Front: #4 Best Companies For Women and Diverse Managers to Work
- 50 Out Front: Best Places to Work for Women and Diverse Managers ranking in four categories:
  - Accountability
  - Recruitment
  - Representation
  - Workplace Inclusion and Retention

**National Gay and Lesbian Chamber of Commerce (NGLCC)**
- 2020 NBIC “Best of the Best” Corporation for Inclusion Designation

**Regional**
- Oklahoma Plan recognized as Tulsa Regional Chamber of Commerce Mosaic Top Inclusive Workplace Culture

**President’s Diversity and Inclusion Award**

The 2020 winner of the Leadership Award is Louise Lee, director of Project Delivery with the Clinical Implementation Team.

“Being a champion of D&I is so important because promoting diversity and ensuring everyone feels included and respected makes a difference for each individual.”

Louise Lee

The 2020 winner of the Individual Contributor Award is Amanda Ortega, senior Sales Delivery Group implementation analyst, Customer Service Division.

“Diversity is extremely important, as we listen and understand each other; it creates more ideas through the sharing of different perspectives so that we may serve our internal and external clients better.”

Amanda Ortega

**G.I. Jobs**
- Military Friendly Employers Designation and Bronze Status

**Human Rights Campaign Foundation**
- Awarded 100% on the Corporate Equality Index – Best Places To Work

**Disability:IN**
- Awarded 100% on the Disability Equality Index

**Forbes**
- Best Employers for Diversity
- Best in State Employers in Illinois and Texas
Being engaged with our community is important to us. We value the opportunity to share our diversity and inclusion story and the impactful work our employees do every day.

Connecting with our members and our communities is essential for us to provide the best support. We encourage you to join in the conversation by following us on LinkedIn, Facebook and Twitter.

We encourage you to join the conversation by following us through one of our many social media pages.
2021 Diversity and Inclusion Calendar