

## Who We Are

Health Care Service Corporation (HCSC), a Mutual Legal Reserve Company, is the country's largest customer-owned health insurer and fifth largest health insurer overall. We operate through Blue Cross and Blue Shield Plans in Illinois, Montana, New Mexico, Oklahoma, and Texas and are an independent licensee of the Blue Cross Blue Shield Association. Our affiliates and subsidiaries, such as Dearborn Group, Innovista, Medecision and Prime Therapeutics provide comprehensive care through life, disability and dental coverage.

## What We Do

We are deeply rooted in the communities we serve to help all Americans get access to quality, affordable health care. As a customer-owned health insurer, we're owned by our policyholders, not stockholders, which allows us to focus solely on customer needs and not worry about shareholder expectations. For more than 80 years, we've been there for our members through all stages of life, in every zip code across all 50 states, the District of Columbia and Puerto Rico.

## Company

### Key Financial and Economic Metrics

- Economic Impact\*  
\*Includes wages, taxes, benefits, real estate spend and charitable contributions.
  - Illinois: **\$1.4 billion**
  - Montana: **\$68 million**
  - New Mexico: **\$275 million**
  - Oklahoma: **\$236 million**
  - Texas: **\$1.2 billion**
- Revenue
  - Total statutory revenue: **\$38.6 billion**
- Financial Strength Ratings
  - Standard and Poor's: AA- (excellent)
  - A.M. Best Company: A (excellent)
  - Moody's Investors Service: A1 (good)

### Community Investments

- Our employees volunteered **more than 175,500 hours** in our communities benefitting more than 3,200 organizations, including supporting local food banks and mentoring children.
- Employees donated nearly \$629,000 through our annual giving campaigns, including more than \$151,000 to our employee giving fund, which provides short-term assistance to employees experiencing severe financial hardship.

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## Providers

### Networks

- Approximately **272,700** network physicians and other providers
  - Illinois: Approximately **87,300**
  - Montana: Approximately **9,400**
  - New Mexico: Approximately **16,700**
  - Oklahoma: Approximately **21,700**
  - Texas: Approximately **137,600**
- Approximately **8,600** network facilities
  - Illinois: Approximately **2,300**
  - Montana: Approximately **300**
  - New Mexico: Approximately **400**
  - Oklahoma: Approximately **700**
  - Texas: **4,900**
- Percentage of claims dollars paid in-network: **96.1 percent**
- Provider calls per day answered by a service rep: Approximately **38,543** (10.1 million annually)



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## Company *(Continued from previous page)*

- **More than 500,000 people served** through the Healthy Kids Health Families® initiative and more than 24 million health and wellness services provided to children and their families since it began in 2011.
- **More than 165,100 immunizations** and other health services were provided through our 26 Care Vans.
- **HCSC was recognized by The Civic 50 for the fifth consecutive year** for demonstrating superior corporate citizenship and helping to improve the quality of life in the communities where we live and work.
- **We partnered with Feeding America to support 26 food banks in 2019** to eliminate food insecurity and remove barriers to adequate nutrition. Through our collaboration, nearly 5 million meals were distributed across our five states, including 2 million pounds of incremental dairy, produce and protein.

### Employees

- Total HCSC employees: **More than 24,000\***
- Health Plans:
  - Illinois: **More than 12,400**
  - Montana: **More than 480**
  - New Mexico: **Nearly 2,000**
  - Oklahoma: **More than 1,100**
  - Texas: **Nearly 8,000**
- Wholly owned subsidiaries: **Approximately 1,000**  
\*As of July 1, 2020.

### Diversity and Inclusion

- **No. 5** on Diversity MBA's 50 Out Front Best Companies for Women and Diverse Managers to Work across four categories:
  - Board Diversity
  - Recruitment
  - Representation
  - Workplace Inclusion and Retention
- **Designated bronze status** in G.I. Jobs 2019 Military Friendly Employers
- **Awarded 100 percent** on the Human Rights Campaign Foundation's Corporate Equality Index of best places to work
- Recognized as a **Best Employer for Diversity** by Forbes
- **Awarded 100 percent** on the Disability: IN Disability Equality Index

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## Members

### Membership

HCSC is the country's largest customer-owned health insurer and fifth largest health insurer overall, with nearly **16 million** members across our five states.

- Illinois: **More than 8.5 million**
- Montana: **More than 220,000**
- New Mexico: **More than 550,000**
- Oklahoma: **More than 830,000**
- Texas: **More than 5.7 million**



### Retail Membership Health Services Highlights

HCSC provided more than **590,000** retail members with access to well care visits and more than **268,000** retail members with access to biometric screenings. Following are some examples of the benefits received by those who purchased health insurance during 2019 open enrollment:

State	Biometric Screenings	Live Births	Mammo-graphy	Trans-plants	Well Visits
Illinois	63,685	1,309	22,148	100	149,478
Montana	5,835	172	2,758	6	16,720
New Mexico	1,186	21	484	0	3,102
Oklahoma	51,993	1,300	16,465	34	130,289
Texas	146,203	3,452	40,477	204	290,778
<b>HCSC Total</b>	<b>268,902</b>	<b>6,254</b>	<b>82,332</b>	<b>344</b>	<b>590,367</b>

### Member Loyalty Score

- Members' likelihood to remain enrolled/recommend an HCSC health plan to others: **86.4 percent**

### Member Phone Inquiries

- Number of member calls per day answered by a service representative: approximately **35,227** (9.2 million calls annually)
- Percentage of inquiries resolved in the first call: **71 percent**
- Satisfaction rate: **81 percent**



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## Company *(Continued from previous page)*

- People of color comprise **43 percent** of HCSC's workforce and **35 percent** of our overall management
- Women represent **62 percent** of management positions and **74 percent** of employees
- HCSC has **nine Business Resource Groups** with 46 chapters made up of **5,000 employees** across our five states. BRGs help foster an inclusive culture by supporting diverse perspectives that contribute to business goals, community outreach efforts, strengthening our talent pipeline and reaching new consumer markets.

## Ethics and Compliance

- Designated **2020 World's Most Ethical Companies®** from the Ethisphere Institute for the fifth consecutive year. HCSC was one of 128 organizations recognized spanning 50 unique industries across 21 countries.
- Recognized by the Health Ethics Trust with a **Best Practice award** for helping to prevent fraud by positively influencing the training of medical providers. This is the 19th consecutive Best Practice award for HCSC.

## Environmental Sustainability

In 2019, HCSC recycled more than **3.4 million** pounds of paper, resulting in:

- **29,124** trees saved
- **647,537** gallons of oil saved
- **6,816,180** kilowatts of energy saved
- **5,112** cubic yards of landfill space saved
- **11,928,315** gallons of water saved
- **102,243** pounds of pollutants avoided
- **426,011** pounds of carbon dioxide absorbed



More than **48 percent** of our electricity comes from renewable sources.

- HCSC earned the **Fitwel certification** at its Chicago headquarters for our focus on improving the health and wellbeing of employees through environmentally friendly building design and operations.
- HCSC participates in the **Carbon Disclosure Project**, a disclosure system for organizations around the world to publicly or privately disclose information about their impact or climate change.

## Members *(Continued from previous page)*

### Claims

- Average number of claims processed per day: Approximately **960,000** (250 million annually)
- Percentage of claims paid in the first 14 days: **92.7 percent**

### 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**



### Member Coverage

- Covering **51,000** premature babies and the prenatal care for more than 167,000 babies;
- Administering more than **4.3 million** immunizations to more than **1.5 million** members;
- Financing the preventive health and wellness services to more than **5.6 million** members;
- Covering treatment for more than **186,000** members with Parkinson's or Alzheimer's;
- Covering more than **3.7 million** emergency room visits;
- Treatment for mental health - more than **1.7 million** members with more than **11.9 million** office visits;
- Treatment for depression - more than **758,000** members with more than **5.6 million** office visits