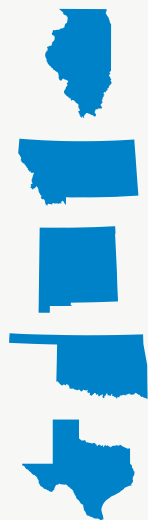


Health Care Service Corporation (HCSC), a Mutual Legal Reserve Company, is the country's largest customer-owned health insurer. We operate Plans in Illinois, Montana, New Mexico, Oklahoma, and Texas. Our affiliates and subsidiaries, such as Dearborn Group, Innovista, Medecision and Prime Therapeutics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

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 are not focused on meeting shareholder expectations. Rather, we take an extended view on health insurance and make long-term investments in customers, providers, communities and other stakeholders to make the health care system work better for everyone. 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.

Creating Pathways to Better Health



17 MILLION+ MEMBERS ACROSS FIVE STATES



TOTAL HCSC EMPLOYEES

Approximately **24,000**

ILLINOIS: 12,450+

MONTANA: 440+

NEW MEXICO: 1,670+

OKLAHOMA: 1,110+

TEXAS: 8,320+

Recognitions



TOP TEN

2021 50 Out Front Companies for Diversity Leadership:

- Best Places to Work for Women & Diverse Managers
- Best in Class in Accountability, Board Diversity, Representation & Workplace Inclusion

100% SCORE

On the Disability: IN Disability Equality Index

SILVER STATUS

For 2022 Military Friendly Employers

SCORED 100%

On the Human Rights Campaign Foundation's Corporate Equality Index

HEALTH ETHICS TRUST'S BEST PRACTICE AWARD

Earned Health Ethics Trust's Best Practice Award for the 21st consecutive time.

2022 WORLD'S MOST ETHICAL COMPANIES®

One of Ethisphere's 2022 World's Most Ethical Companies® for the 7th consecutive year.

Financial Revenue and Ratings



REVENUE **\$50.2B**

Standard and Poor's: AA- (excellent)

A.M. Best Company: A (excellent)

Moody's Investors Service: A1 (good)

Environmental Sustainability



In 2021, HCSC recycled more than 1.1 million pounds of paper, resulting in:

- 9,769 trees saved
- 218,367 gallons of oil saved
- 2,298,604 kilowatts of electricity saved
- 1,896 cubic yards of landfill space saved
- 4,022,558 gallons of water saved
- 34,479 pounds of pollutants avoided
- 143,662 pounds of carbon dioxide absorbed

100% of HCSC's electricity is offset by renewable energy credits from wind farms

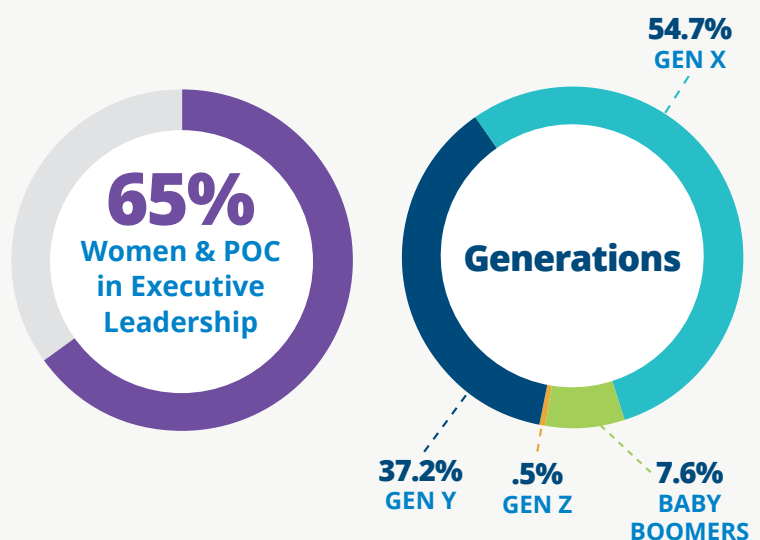
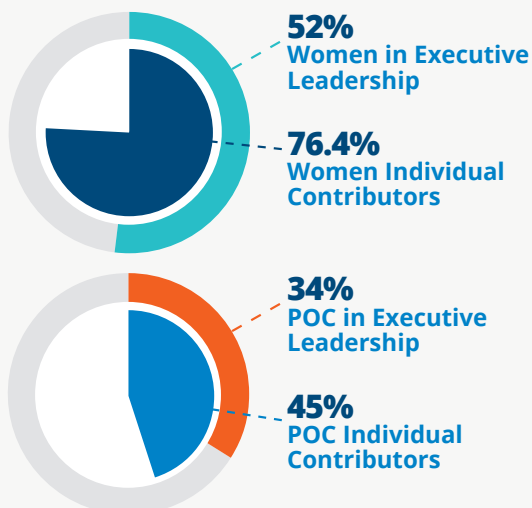
Community Investments



- 93,000+ volunteer hours for 2,000+ organizations
- \$600K+ raised in our annual giving campaigns
- \$200,000+ raised for short-term employee assistance
- Served 1 million+ people through Healthy Kids Healthy Families®
- Provided 26 million+ wellness services since 2011
- Administered 100,000+ shots through our fleet of 28 Care Vans®
- Recognized by The Civic 50 for 7 consecutive years
- Partnered with Feeding America to address food insecurity with 26 food banks

Diversity and Inclusion

Approximately **24,000** Total Employees



Networks and Services



Our network includes:

- About **326,145** network physicians and other providers and
- Approximately **9,260** network facilities



Customer and Member Focus



- **96.4%** of claim dollars paid in-network
- **25,120** provider calls per day
- **21,200** member calls per day
- **873K** claims processed per day
- **89.6%** claims paid in 14 days
- **89%** Member Satisfaction Rating
- **64.4%** of inquiries resolved in the first call
- **90K+** members use online service



Stats by State



	ILLINOIS	MONTANA	NEW MEXICO	OKLAHOMA	TEXAS
Economic Impact*	\$2.7B	\$96M	\$298M	\$197M	\$1.7B
Membership	8.8M+	243,000+	598,000+	875,000+	6.8M+
Network Providers	Approximately 106,370 network physicians and other providers	Approximately 9,650 network physicians and other providers	Approximately 20,480 network physicians and other providers	Approximately 24,415 network physicians and other providers	Approximately 165,230 network physicians and other providers
Network Facilities**	About 2,350 network facilities	About 315 network facilities	About 435 network facilities	About 750 network facilities	About 5,410 network facilities

* Includes wages, taxes, benefits, real estate spend and charitable contributions

** Facilities are inclusive of hospitals, free-standing clinics and surgery centers