

HCSC by the Numbers

As of **Dec. 31, 2020**
unless otherwise stated

Who We Are

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.

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: **\$1.8 billion**
 - Montana: **\$83 million**
 - New Mexico: **\$340 million**
 - Oklahoma: **\$290 million**
 - Texas: **\$1.5 billion**
- Revenue
 - Total statutory revenue: **\$47.3 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 80,000 hours** in our communities benefitting more than 2,037 organizations, including supporting local food banks and mentoring children.
- Employees **donated more than \$586,000** through our annual giving campaigns, including more than \$148,000 to our employee giving fund, which provides short-term assistance to employees experiencing severe financial hardship.

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Providers

Networks

- Approximately **305,710** network physicians and other providers
 - Illinois: Approximately **99,070**
 - Montana: Approximately **9,885**
 - New Mexico: Approximately **18,576**
 - Oklahoma: Approximately **22,966**
 - Texas: Approximately **155,213**
- Approximately **9,285** network facilities
 - Illinois: Approximately **2,365**
 - Montana: Approximately **262**
 - New Mexico: Approximately **418**
 - Oklahoma: Approximately **732**
 - Texas: Approximately **5,508**
- Percentage of claims dollars paid in-network: **96.6 percent**
- Provider calls per day answered by a service rep: Approximately **29,700** (7.49 million annually)



Company *(Continued from previous page)*

- **More than 405,000 people served** through the Healthy Kids Health Families® initiative and more than 25 million health and wellness services provided to children and their families since it began in 2011.
- **More than 79,735 immunizations** and other health services were provided through our 25 Care Van® fleet.
- **HCSC was recognized by The Civic 50 for the sixth 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 27 food banks in 2020** to eliminate food insecurity and remove barriers to adequate nutrition. Through our collaboration, more than 1,396,000 meals were distributed, including 1,119,422 incremental pounds of fresh produce, dairy, and protein.

Employees

- Total HCSC employees: **Nearly 24,000**
- Health Plans:
 - Illinois: **More than 11,900**
 - Montana: **More than 440**
 - New Mexico: **Nearly 1,600**
 - Oklahoma: **More than 1,000**
 - Texas: **Nearly 7,800**
- Wholly owned subsidiaries: **Approximately 1,000**

Diversity and Inclusion

- **No. 4** 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 2021 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** and **Best Employer for Women** by Forbes
- **Awarded 100 percent** on the Disability: IN Disability Equality Index
- People of color comprise **44 percent** of HCSC's workforce and **36 percent** of our overall management

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Members

Membership

HCSC is the country's largest customer-owned health insurer with nearly **17 million*** members across our five states.

- Illinois: **More than 8.8 million**
- Montana: **More than 235,000**
- New Mexico: **More than 579,000**
- Oklahoma: **More than 836,000**
- Texas: **More than 6.7 million**

**As of January 31, 2021.*



Retail Membership Health Services Highlights

HCSC provided more than **590,000** retail members with access to well care visits and approximately **260,000** retail members with access to biometric screenings. Following are some examples of the benefits received by those who purchased health insurance during 2020 open enrollment:

State	Biometric Screenings	Live Births	Mammo-graphy	Trans-plants	Well Visits
Illinois	58,129	1,328	19,002	108	142,837
Montana	5,866	213	2,525	8	16,676
New Mexico	1,095	24	385	1	2,999
Oklahoma	49,059	1,400	14,347	23	130,099
Texas	144,771	3,615	36,397	232	297,388
HCSC Total	258,920	6,580	82,332	372	589,999

Member Loyalty Score

- Overall HCSC Member Satisfaction: **91.8 percent**

Member Phone Inquiries

- Number of member calls per day answered by a service representative: approximately **36,500** (9.19 million calls annually)
- Percentage of inquiries resolved in the first call: **65.2 percent**
- Satisfaction rate: **89.3 percent**



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Company *(Continued from previous page)*

- Women represent **63 percent** of management positions and **74 percent** of employees
- HCSC has **nine Business Resource Groups** with 46 chapters made up of **6,000 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 **2021 World's Most Ethical Companies®** from the Ethisphere Institute for the sixth consecutive year. HCSC was one of 135 organizations recognized spanning 47 unique industries across 22 countries.
- Recognized by the Health Ethics Trust with a **Best Practice award** for the Management Certification Tool Kit. The tool kit gives managers the education and resources to share HCSC's Compliance Program, Code of Ethics and Conduct and Non-Retaliation Policy to their direct reports. This is the 20th consecutive Best Practice award for HCSC.

Environmental Sustainability

In 2020, HCSC recycled more than **1.4 million** pounds of paper, resulting in:

- **11,632** trees saved
- **260,008** gallons of oil saved
- **2,736,930** kilowatts of energy saved
- **2,053** cubic yards of landfill space saved
- **4,789,628** gallons of water saved
- **41,054** pounds of pollutants avoided
- **171,058** pounds of carbon dioxide absorbed



100% of our electricity came from renewable energy 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**
- Percentage of claims paid in the first 14 days: **92.7 percent**

Member Communications

- Number of members that utilize our online service that allows access to health care information through a secured site: Approximately **68,000**
- Facebook fans: Approximately **257,000**
- Twitter followers: Approximately **49,000**
- LinkedIn followers: Approximately **95,000**



Member Coverage

- Covering **52,700** premature babies and the prenatal care for more than **170,000** babies;
- Administering more than **4.4 million** immunizations to more than **1.6 million** members;
- Financing the preventive health and wellness services to more than **5.2 million** members;
- Covering treatment for more than **179,000** members with Parkinson's or Alzheimer's;
- Covering more than **3.4 million** emergency room visits;
- Treatment for mental health - more than **1.8 million** members with more than **13.8 million** office visits;
- Treatment for depression - more than **805,000** members with more than **6.3 million** office visits