

Serving Our Members

Health Care Service Corporation, a Mutual Legal Reserve Company, is **the largest customer-owned health insurer in the United States**, serving 23.2 million members and managing nearly \$122.7 billion of medical spend in 2024.

Our strength lies in our workforce of nearly **30,000 employees**, including nearly 200 doctors and more than 2,700 nurses who help ensure that our members receive the right care in the right setting at the right time.

Connection to Our Communities

We are committed to collaborating with local partners to help build healthier communities. In 2024, we awarded more than \$37 million in grants and sponsorships to community organizations to expand access to care in the following five strategic focus areas:

Economic Opportunity and Stability

To help remove barriers to employment and provide job training, we we invested in Pullman Tech Workshop with a grant to support its advanced workforce training program in Illinois.

Locally Defined Health Solutions

We provided support throughout New Mexico in response to wildfires. This involved mobilizing HCSC employees to:

- Staff a fire evacuee resource center in Roswell.
- Link wildfire victims to critical resources, including water and personal items.
- Partner with state agencies and providers to offer health screenings through our mobile health units.

Neighborhood and Local Assets

In support of Butte Rescue Mission in Montana, we awarded \$50,000 towards a construction project to create year-round accommodations to the region's increasing homeless population.

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 2024, we expanded our Maternal and Infant Health program, serving more than 85,000 people in Illinois, Texas, and New Mexico. Since the expanded program has gotten underway:

- Over 3,000 babies have been born, with a lower preterm birth rate than the overall U.S. rate.
- Providers have conducted over 150,000 screenings for sexually transmitted diseases.
- Providers have distributed 14,000 bottles of prenatal vitamins at no cost to community partners.

Food Access and Nutrition

To continue to assist in contributing towards the need for nutritious food, in 2024 we:

- Awarded the Food Bank of Eastern Oklahoma a \$55,000 grant to help fund their frozen meal program, delivering over 17,000 meals during the school year.
- Awarded a \$20,000 grant to the Ascension Seton Foundation's *Food Is the Best Medicine* program, a nonprofit farm and meal preparation company, to improve health outcomes for moms and babies.

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 (HEDIS) 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, 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.
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 **450,000** physicians and other providers and more than **10,500** hospitals and other facilities



In 2024, we handled an average of **1.25 million claims** for our members **each day**



In 2024, we provided **\$37 million in grants and sponsorships** in support of communities



In 2024, our employees contributed **more than 141,000 volunteer hours**