

Who We Are

Health Care Service Corporation, a Mutual Legal Reserve Company, is **the largest customer-owned health insurer in the United States**, serving over 22.5 million people and managing nearly \$110 billion of medical spend in 2023.

More than 40% of our **28,000 employees** are people of color and more than 60% of our management are women.

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

Connection to Our Communities

For over 80 years, HCSC has been **committed to expanding access to high quality and affordable care** across the communities we serve through our products, services and robust clinical programs. In 2023, HCSC provided **more than \$29 million in grants and sponsorships to community organizations** to address social determinants of health.

Bringing Care and Education to Communities

Our three neighborhood centers in Chicago offered both in-person and virtual health and wellness programming, with 27,030 visitors attending more than 2,000 programs and events hosted across the three sites.

Our mobile health programs **provided more than 194,000 immunizations and other preventative health services at no cost.**

Optimal Health Outcomes

Our grantee Health Alliance offered supplies, information and training to nearly 100 free and charitable clinics and coordinated diagnostic testing, specialty consultations and surgical care for Oklahomans who otherwise wouldn't have access.

Neighborhood and Local Assets

In San Antonio, a grant **helped 5,000 residents** become active, eat healthier and reduce diabetes and obesity rates through a 12-week summer program at San Antonio Sports.

Food Access and Nutrition

HCSC collaborated with Feeding America to launch the "Good Jobs Challenge" to address root causes of hunger. The program focused on improving workforce training programs, connecting workers with quality jobs, and creating employer partnerships that help companies create more opportunities and grow their workforce development programs.

Locally Defined Health Solutions

To help identify and get help for children and teens with mental health needs, we **invested \$50,000** in the Montana Chapter of the American Academy of Pediatrics to fund evidence-based behavioral health training for up to 45 Montana pediatricians and primary care providers for three years.

Economic Opportunity and Stability

We worked with community organizations to help shelter housing-insecure individuals and provide them with job training and support. Lazarus House **cared for 147 individuals** and **provided more than 13,500 nights of shelter** through its \$40,000 grant from HCSC.

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, affordable health care. Our provider partnerships range from establishing primary care clinics in communities where care is needed to investing in and assisting physicians and other provider groups to maintain their independence and improve the quality and affordability of their services.

Value-Based Care and Provider Enablement

HCSC is focused on creating holistic, value-based care models that address gaps and fragmentation in health care. Through our VBC payment models and our investments in provider enablement solutions, we strive to drive accountable care, address affordability, and achieve systemic transformation that increases access to coordinated, high-quality care and equitable outcomes for our members. Our three-pronged approach is:

1. Continue offering and improving our broad portfolio of VBC payment models that are aligned to clinical care models.
2. Continually improving provider engagement and insights through enabling analytics and platform solutions that promote care collaboration.
3. Increasing investments to advance primary care delivery and practices.

Behavioral Health

The Covid-19 pandemic significantly raised the level of awareness of behavioral health issues and their impact on our members. As we continue provide broad access and easy navigation for behavioral health care, we are working with Headway as a strategic partner to help expand access to behavioral health care services.

Enhancing Access to Health, Wellness Resources

HCSC offers its members access to a variety of programs that help them lead their healthiest lives. These include Benefit Advisors, Behavioral Health, Wellbeing Management, Advocacy Solutions, and Member Rewards.

Delivering On Our Promise – In 2023 We:



Managed **\$108.5 billion** in managed medical spend



Contributed **over \$29 million** in grants and sponsorships to community organizations



Contributed nearly **123,400** in employee volunteer hours



Provided **68,406** immunizations and **more than 125,000** other health care services through our mobile health units



Provided access to a network of nearly **416,000** physicians and other providers and **over 10,000** hospitals and other facilities



Processed **over 91%** of claims through automation



Processed **over 99%** of claims accurately



Served **over 22.5 million** people