

OUR COMPANY AT A GLANCE

We are a community-focused, tax-paying, not-for-profit health plan headquartered in Boston. Our mission is to show up for everyone like they're the only one, guiding them to the exceptional health care they deserve — affordably, equitably and seamlessly. In keeping with that commitment, our company is consistently rated among the nation's best health plans for member satisfaction and quality.

OUR MEMBERS & CUSTOMERS



members



members



Employer customers

OUR MEMBERS COME FIRST



Claims processed

95%

Claims processed by our automated system



Calls, live chats & emails answered

71%

Member inquiries resolved on the first call or live chat



Registered MyBlue users

10M

MyBlue web and app visits

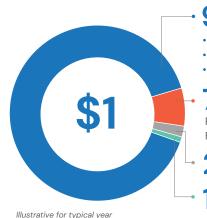
OPERATING RESPONSIBLY

By the numbers

- Managed \$20B in spending for our members' health care
- Spent \$1.3B on mental health services for our members
- Paid taxes and assessments totaling \$216M
- · Maintained sufficient reserves to provide security against the unknown
- · Operating margin was a modest 0.49%

(Data reflects CY 2023)

How Your Premium Dollar Is Spent



90¢ MEDICAL CARE FOR OUR MEMBERS

- 38¢ is used for hospital services
- 34¢ is used for physician services
- 18¢ is used for prescription drugs
- **ADMINISTRATIVE**

COST Pay and benefits, IT investments, Facilities maintenance

TAXES/ **ASSESSMENTS**

C MARGIN

COMPREHENSIVE COVERAGE



Health Insurance

including HMO, PPO and Medicare. with custom, tiered and limited options



Other Insurance

Dental, vision, pharmacy, travel and disability coverage



Telehealth

with 24/7 access to physicians



Health Financial Accounts

including HSAs, HRAs and FSAs



Stop-loss Coverage



79K **Providers**

Provider Network

Massachusetts



including 20K mental health providers (↑63% since 2016)



Hospitals



Mental Health

Help finding care, remote therapy options and substance use disorder support



Fitness Benefits

including wellness coaching



for self-insured

businesses



The Power of Blue

The Blue Cross Blue Shield Association is a national association of 33 independent, community-based and locally operated Blue Cross Blue Shield companies.

Insures 1 in 3 **Americans**

115M members in U.S. and Puerto Rico

Committed to **Local Communities**

\$500M in charitable giving

National Provider Network

1.7M doctors and hospitals

COMMUNITY COMMITMENT

We are committed to creating a healthier, more equitable and just community.

Community Investments



Data reflects CY 2023

Civic Engagement

Data reflects CY 2023



3,450

Employee volunteers (88% of employees)



22,338

Volunteer hours



329

Service projects

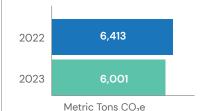


67%

Executive leaders serve on not-for-profit boards

Climate and Health Resilience

We reduced our carbon footprint in 2023, part of our journey toward being carbon neutral by 2030.





OUR PEOPLE

We have a high-performing team with diverse backgrounds, experiences and perspectives. We care about each other and strive to create a culture where everyone is respected, included and empowered to contribute.

Diversity, Equity, Inclusion & Belonging

4,200 Total employees

73% Women

33% People of color



15% Baby Boomers

39% Generation X

41% Millennials (Gen Y)

5% Generation Z



Board of Directors

53% Women | 46% People of color



Awards & Recognition

Executive Leadership

75% Women | 42% People of color

Employee Engagement & Empowerment



"Excellent"

Rating for employee Net Promoter Score in 2023



98%

of employees participated in a training in 2023



\$100M+

Invested in support of our associates' physical, emotional, financial and social wellbeing, including insurance, 401 (k) match and other benefits

Senior Leadership

Sarah Iselin Dave Corkum Ruby Kam Rich Lynch

Jay McQuaide

President and Chief Executive Officer Chief Commercial Officer, EVP

Chief Financial Officer, EVP Chief Operating Officer, EVP

Chief Communications & Citizenship Officer, SVP

Dawn Perry Chief Risk and Audit Officer, SVP Sandhya Rao, M.D. Chief Medical Officer, SVP

Candace Reddy Government & Regulatory Affairs, SVP

Don SaveryGeneral Counsel, SVPSimmi SinghChief People Officer, EVPSukanya SoderlandChief Strategy Officer, SVP



Data reflects CY 2023











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