



CORPORATE OVERVIEW

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is on a mission to make health care better, simpler and more affordable. We resolve to accelerate our efforts to lower the cost of care and to fight for equity in health care and in our communities.

COMPANY MILESTONES

- **2020:** Company provides \$800M of financial support to North Carolinians during the COVID-19 pandemic.
- **2020:** Blue Cross NC lowers premiums for ACA plans for the third year in a row, leading to nearly \$1B in cumulative savings for members.
- **2020:** Dr. Tunde Sotunde is elected Blue Cross NC's new President and CEO.
- **2019:** Blue Cross NC, together with five major health systems, announces the groundbreaking Blue Premier, a new valued-based model of care.
- **2018:** Blue Cross NC files its first individual market rate decrease in company history, reducing health care costs by \$120 million for customers in 2019.
- **2018:** Company invests \$50 million from tax law savings in community health initiatives focused on access to health care, food insecurity, safe housing, employment, transportation, early childhood interventions, and battling the state's opioid epidemic.
- **2016:** After 43 years in Chapel Hill, Blue Cross NC moves its headquarters to Durham.
- **2015:** Online cost transparency tool allows anyone to compare costs for more than 1,200 medical procedures.
- **2014:** Blue Cross NC is the only insurer that offers ACA plans to all North Carolinians.
- **2001:** Blue Cross NC acquires PARTNERS National Health Plans of North Carolina, leading the company to open a customer service center in Winston-Salem.
- **2000:** Blue Cross and Blue Shield of North Carolina Foundation established.
- **1998:** Blue Cross NC becomes one of the first insurers in America to voluntarily adopt the Consumer Bill of Rights.
- **1973:** Name changed to Blue Cross and Blue Shield of North Carolina.
- **1968:** Hospital Care and Hospital Saving Associations consolidate as North Carolina Blue Cross and Blue Shield.
- **1933:** Founded as Hospital Care Association.

ENTERPRISE LEADERSHIP TEAM



Sonny Goyal
Senior Vice President, Diversified Business Group and Chief Strategy Officer



Fara Palumbo
Senior Vice President, Chief People Officer



Dr. Von Nguyen
Senior Vice President, Chief Medical Officer



Dr. Tunde Sotunde
President and CEO



Gerald Petkau
Senior Vice President, Commercial Markets



Mitch Perry
Senior Vice President, Chief Financial Officer



Lisa Cade
Chief Service Operations Officer



Karla Mizelle
Senior Vice President, Chief Operations and Member Experience Officer



Danielle Gray
Senior Vice President, Chief Legal and Administrative Officer



Fran Gary
Senior Vice President, Government Markets



Jo Abernathy
Chief Information Officer

2020 Membership



2020 TOTAL MEMBERSHIP: 3.8 MILLION*

*Medical coverage as of 12/31/2020
**Covered on behalf of other Blue plans

2020 Financial Results

Claims and Medical Expenses	\$7.5B
Revenue	\$9.9B
Consolidated Net Income (Loss)	\$260.5M
Net Income Ratio	2.6%
Taxes Paid (Federal, State, Local)	\$544.6M
Months in Reserve	5.38 months

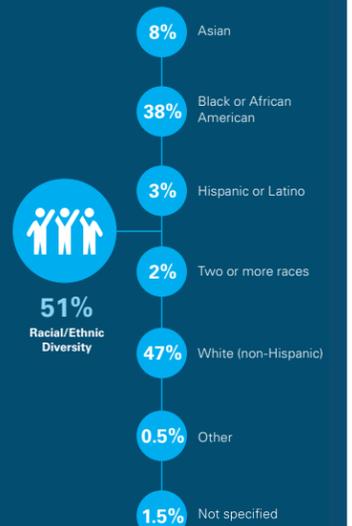
Media Contacts

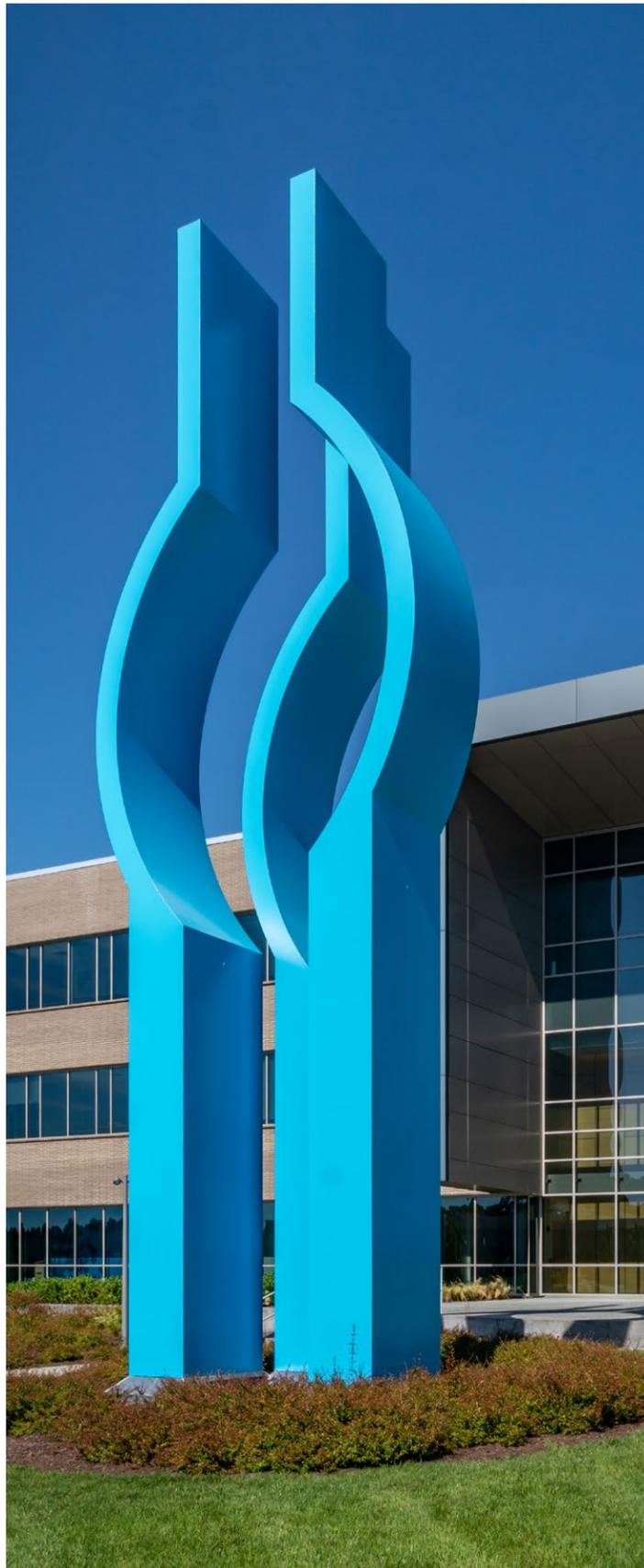
Media Line for reporters and analysts: (919) 765-3005
Email Contact: media.inquiry@bcbsnc.com
Newsroom: mediacenter.bcbsnc.com

OUR WORKFORCE IN 2020



14 New hires identify as veterans
30 New hires identify as having a disability





Blue Cross NC Foundation

The Blue Cross and Blue Shield of North Carolina Foundation is an independent charitable foundation. Its mission: To improve the health and wellbeing of everyone in North Carolina. The Foundation also marked a major milestone in 2020 with its 20th anniversary. Since its founding in 2000, the Foundation has been honored to work with – and support – organizations, government entities and community partnerships across the state, investing \$150 million in North Carolina through more than 1,100 grants, collaborations and special initiatives. The organization is focused on investing in systemic changes that address the key drivers of health, while also maintaining a commitment to give voice to those at a local level and meeting communities where they are. Learn more at bcbsncfoundation.org.

2020 Accolades

- America's Best Midsize Employers, *Forbes*, 2020
- Great Place to Work Certified, *Great Place to Work Institute*, 2020
- Best Employers for Diversity, *Forbes*, 2020
- 100 Best Companies for Working Mothers, *Working Mother Media*, 2020
- Best Companies for Multicultural Women, *Working Mother Media*, 2020
- Diversity Best Practices Inclusion Index Company, *Working Mother Media*, 2020
- Healthiest Employers of the Triangle, *Triangle Business Journal*, 2020
- Champion for Military Hiring, *Bradley-Morris*, 2020



About Our Company

Blue Cross and Blue Shield of North Carolina is a not-for-profit, fully taxed company. We have been driving better health in North Carolina since 1933, working to tackle the greatest health challenges in our communities, and we won't stop until health care is better for all. We're North Carolina's largest insurer with more than 5,000 employees serving nearly 3.9 million members and the only insurer providing ACA plans in all 100 counties of the state. We're working to transform health care to make it better, simpler and more affordable by:

- Demonstrating the success of our shift to value-based care with Blue Premier and achieving our goal of having at least 50% of eligible members receiving care from a provider in a value-based agreement
- Continuing to effectively respond to the COVID-19 pandemic and its lasting impact on our customers and communities
- Providing new offerings and enhanced benefits for underserved communities as we prepare to serve Medicaid enrollees
- Increasing innovation to give customers more options to better manage health care for themselves and their families

Transforming Health Care

In 2020, we helped guide our members and the state through the COVID-19 pandemic by providing \$800 million to North Carolinians. We also created a trusted COVID-19 information website for our members and made sure our providers could count on us, too. Our Accelerate to Value program brought more than 200 additional independent primary care practices to Blue Premier to help them stay on track financially. Blue Premier health systems and physician practices generated an estimated \$153 million in costs savings and quality improvements in 2019. We also lowered premiums for our ACA plans for the third year in a row, leading to nearly \$1 billion in cumulative savings for members. Through unwavering commitment to quality, affordability and exceptional experience, we continue to work toward making North Carolina healthier.

Community Involvement

Blue Cross NC recognizes how communities play a key role in the health of not only our customers but all North Carolinians. Communities face a host of non-medical factors – drivers of health – that can have a profound impact on health. Income levels, housing, availability of healthy food, transportation, education and access to quality health care all play a role in the overall health of a community. Eliminating obstacles that prevent healthier outcomes is vital to tackling key drivers of health. As the largest health insurance company headquartered in North Carolina, we're committed to making our communities healthier and more equitable while serving as the model for affordable, quality health care. That's why we invested more than \$25 million in direct COVID-19 funding and additional efforts impacting drivers of health in 2020.