

ENTERPRISE LEADERSHIP TEAM



Patrick Conway, MD
President and CEO



Mitch Perry
SVP, Chief Financial Officer



Jo Abernathy
Chief Information Officer



Patrick Getzen
SVP, Chief Data and Analytics Officer



Lisa Cade
Chief Service Operations Officer



Gerald Petkau
SVP, Chief Operating Officer



Rahul Rajkumar, MD
SVP, Chief Medical Officer



Fara Palumbo
SVP, Chief People Officer



Danielle Gray
SVP, Chief Legal Officer and Corporate Secretary



John Roos
SVP, Chief Growth Officer



Bryony Winn
SVP, Chief Strategy & Innovation Officer

Membership



- GROUP 1,135,327
- INDIVIDUAL 525,039
- STATE 596,357
- FEDERAL EMPLOYEE PLAN 164,096
- SENIORS 251,250
- BLUECARD** 1,133,366

*Medical coverage as of 12/31/2017
**Covered on behalf of other Blue plans

Employees

Women: 75% Baby Boomer: 23%
Men: 25% Gen X: 47%
Minorities: 53% Gen Y: 30%

Financial data from "Market Uncertainty Drives Higher Than Expected Financial Results for Blue Cross NC in 2017" retrieved from <http://mediacenter.bcbsnc.com/news/market-uncertainty-drives-higher-than-expected-financial-results-for-blue-cross-nc-in-2017>. Accessed 3/15/2018.

Membership, employment and charitable contribution data as of 12/31/2017 from Blue Cross NC internal data.

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2017 Financial Results

Revenue	\$9.4 billion
Consolidated Net Income (Loss)	\$734 million
Net Income Ratio	7.8%
Taxes Paid (Federal, State, Local)	\$511.5 million
Claims and Medical Expenses	\$6.6 billion
Months in Reserve (Claims and Operating Expenses)	4.4 months

Campus Locations

Durham (Main)	Fayetteville	Winston-Salem
4615 University Drive Building 450 Durham, NC 27707	Festival Park Plaza Office Building 225 Ray Ave. Fayetteville, NC 28301	5660 University Pkwy. Winston-Salem, NC 27116

Media Contacts

Media Line for reporters and analysts:
(919) 765-3005, media.inquiry@bcbsnc.com
Newsroom: <http://mediacenter.bcbsnc.com>

COMPANY MILESTONES

- 2017:** J. Bradley Wilson retires as President and CEO. Patrick Conway, MD becomes the first practicing physician to assume leadership of Blue Cross NC.
- 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.
- 2014:** Blue Cross NC opens a new customer service center in Fayetteville, providing more than 100 jobs to veterans, military spouses and other skilled workers in the region.
- 2001:** Blue Cross NC acquires PARTNERS National Health Plans of North Carolina, leading to the company's opening of 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.

CORPORATE OVERVIEW
MAKING A DIFFERENCE



About Our Company

HERE TO SERVE NORTH CAROLINA

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is a not-for-profit, fully taxed company. With more than 4,700 employees serving nearly 4 million members, we're North Carolina's largest health insurer.

Our focus is on transforming health care. We work to:

- + Provide members with greater value for every health care dollar
- + Address social and environmental factors that affect health
- + Offer consumers the tools and information they need to become more engaged in their health care

In short, we're dedicated to improving the health and well-being of our customers and communities.



CREATING STRONGER COMMUNITIES

Blue Cross NC sponsors a number of initiatives to improve the health of North Carolina communities and make our state a better, more vibrant place to live and work.

We fund walking trails and greenways across the state; we sponsor community gardens in all 100 counties; we package meals for hungry families; and we help build homes for the homeless.

We work with North Carolina State Parks to hold dozens of guided hikes for people of all skill levels. To promote North Carolina's food economy and healthy eating, we organized the Thrive NC food summit.

The company has committed \$50 million to community health initiatives, including funds to address the shortage of primary care physicians; domestic and sexual violence; opioid abuse; and early childhood development.



Awards & Recognition

We're committed to creating a productive, diverse and inclusive culture. Because we believe that's the kind of culture that allows everyone to be their best. The result is a workplace that draws praise from a wide range of publications and organizations – as well as from our employees.



2017: A Tradition of Leadership and Innovation Continues

- + After more than 20 years serving North Carolinians, Brad Wilson announced his retirement as president and CEO. The company named Patrick Conway as Brad's successor. Patrick previously served as Deputy Administrator for Innovation and Quality at the Centers for Medicare and Medicaid Services and as Director of the Center for Medicare and Medicaid Innovation.
- + Blue Cross NC announced a new collaboration with virtual health care provider MDLIVE to offer convenient online medical visits. MDLIVE video consultations are now a standard benefit in many of Blue Cross NC's employer-sponsored group health plans.
- + To help prevent drownings – the leading cause of accidental death for children under the age of five – Blue Cross NC and the YMCA announced the expansion of Learn to Swim, a water safety program that will be available at eight YMCA locations across the state.
- + Three years into our accountable care organization (ACO) collaboration to enhance quality and value, Blue Cross NC and WakeMed Key Community Care achieved measurable improvements in the coordination of care and overall cost, resulting in savings to members of nearly \$20 million. As a result of this success, the two organizations have a multiyear agreement to continue the relationship.
- + To encourage North Carolinians to adopt more active lifestyles and enjoy our state's outdoor attractions, Blue Cross NC and North Carolina State Parks expanded Hike NC, a series of free guided hikes across the state. Thousands of hikers of all ages and skill levels participated in Hike NC's 60 hikes in regions across North Carolina.



WORKING FOR THE GREATER GOOD

In addition to serving the state's health insurance needs, we work to make North Carolina a better place to live. When the call comes for volunteers or donations, our employees respond with determination and enthusiasm.

Blue Cross NC employees contributed more than \$858,000 to our annual charitable giving campaign in 2017. Matching contributions from the company resulted in a total of \$1.2 million invested in our communities. Since 2000, our employees have donated more than \$16.2 million.

We donate time as well. We've contributed more than 430,000 hours since 1997, with a dollar value of nearly \$8 million. More than 70 percent of our corporate officers serve on a board or volunteer in the community.

THE BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA FOUNDATION

Established in November 2000, the Blue Cross and Blue Shield of North Carolina Foundation is an independent, private, charitable foundation working to improve the health and well-being of North Carolinians. Since 2000, the foundation has awarded more than 960 grants totaling over \$122 million to North Carolina organizations. The foundation has provided:

- + Support for North Carolina's safety-net organizations in improving health care
- + Access to safe, inviting places for kids to play and be active
- + Access to healthy local food
- + Resources for North Carolina nonprofits and their leaders to better serve their communities