CORPORATE OVERVIEW

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) has proudly served North Carolinians for nearly a century. We are a not-for-profit, fully taxed company – and the largest health insurer headquartered in North Carolina.

North Carolina is our home, our employees live and work in nearly every county across the state. And we have a longstanding tradition of collaborating with health care providers and community partners to increase access to care. We are accelerating our efforts to improve the health and well-being of our customers and communities so that more North Carolinians have the opportunity to be their healthiest.

COMPANY MILESTONES

2023
Blue Cross NC acquires all North Carolina-based locations of FastMed care centers to ensure access to quality, affordable care across the state.

2021
Blue Cross NC enrolls its first members in its Medicaid managed care plan, Healthy Blue℠.

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
First insurer in the nation to allow public to compare costs online for more than 1,200 medical procedures.

2014
Blue Cross NC is the only insurer that offers ACA plans to all North Carolinians.

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.

1997
Blue Cross NC expands delivery of care by covering telehealth services.

1968
Hospital Care and Hospital Saving Associations combine as North Carolina Blue Cross and Blue Shield.

1933
Founded as Hospital Care Association.

ENTERPRISE LEADERSHIP TEAM

Dr. Tunde Sotunde
President and CEO

Kelly Calabria
Senior Vice President, Chief Communications, Marketing & Corporate Social Responsibility Officer

Santiago Estrada
Senior Vice President, Chief Legal Officer

Dr. Stephen Friedhoff
Senior Vice President, Health Care Services

Francesca Gary
Senior Vice President, Core Insurance Group

Sonny Goyal
Senior Vice President, Diversified Business Group

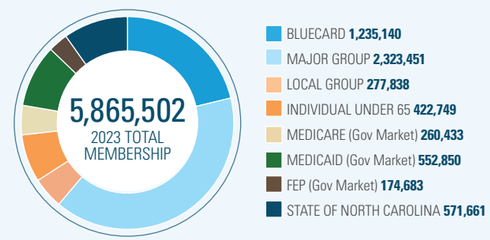
Latisha Hamilton-Williams
Senior Vice President, Chief People Officer

Arif Khan
Senior Vice President, Enterprise Strategy and Performance Execution

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

Mitch Perry
Senior Vice President, Chief Financial Officer

2023 Membership



2023 Financial Results

Revenue	$12.2B
Net Income	$128M
Net Income Ratio	1.05%
Operating Income R atio	0.7%
Taxes (Federal, State, Local)	$272.8M
Claims and Medical Expenses	$9.7B
Months in Reserve	5.27 months in reserve
Membership (including Blue Card®)	5.87M

OUR WORKFORCE IN 2023

5,589 Workforce
- 28 New hires who identify as veterans
- 88 New hires who identify as people with different abilities

Gender Diversity
- 71% Female
- 29% Male

908 Leadership Headcount
- 60% Female
- 40% Male

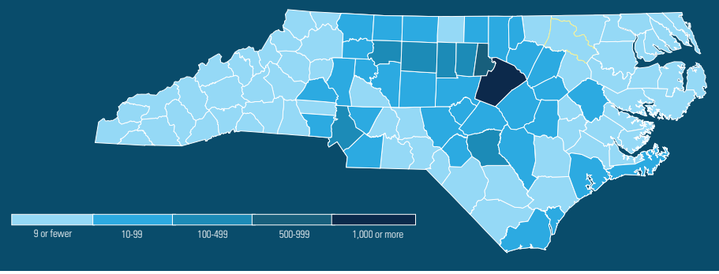
Enterprise Racial Breakout
- 45% White (Non-Hispanic)
- 9% Asian
- 37.5% African American or Black
- 3.5% Hispanic
- 3% Other (Two or More Races, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native)
- 2% Not Specified

NC Workforce by County

EMPLOYEES IN 82 COUNTIES

TOP 5 COUNTIES

WAKE **1,516**
DURHAM **760**
FORSYTH **354**
ALAMANCE **313**
ORANGE **236**



BlueCross BlueShield of North Carolina

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North Carolina is our home.

Headquartered in Durham, NC

Media Contacts

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

2023 Accolades

Blue Cross NC has been recognized as one of North Carolina's best places to work for almost two decades and employs strategies across every level of the company for recruitment, hiring, company culture and workplace education to support a diverse and talented workforce.

- Best Workplaces in Health Care
  Fortune, 2023
- America's Best-In-State Employers North Carolina
  Forbes, 2023
- Best Employers for Diversity
  Forbes, 2023
- Best Employers for Women
  Forbes, 2023
- Great Place to Work Certified
  Great Place to Work Institute, 2023
- 100 Best Companies for Working Parents
  Seramount, 2023
- Pinnacle Inclusion Index Compan
  Seramount, 2023
- Healthiest Employers of the Triangle
  Healthiest Employers, 2023
- LearningElite Award
  Chief Learning Officer, 2023

BlueCross BlueShield of North Carolina | Foundation

Blue Cross NC Foundation

The Blue Cross and Blue Shield of North Carolina Foundation is a private, charitable foundation established as an independent entity by Blue Cross and Blue Shield of North Carolina in 2000. Over the past two decades, the organization has worked with – and supported – nonprofit organizations, government entities and community partnerships across the state, investing $220 million into North Carolina through more than 1,400 grants, collaborations and special initiatives. Within its focus areas of access to care, early childhood, healthy communities, healthy food and oral health, the Foundation strives to address the key drivers of health, taking a flexible approach designed to meet identified needs in partnership with the community.

Learn more at **bcbsncfoundation.org.**

About Our Company

Blue Cross NC, the leading not-for-profit health plan in North Carolina, is committed to making health care more affordable, easier to navigate and accessible for all. Since 1933, we've been creating programs and initiatives to provide North Carolinians opportunities to maintain and improve their health. Blue Cross NC serves its customers and communities of more than 5.8 million members, including approximately 1.2 million on behalf of other Blue Plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association. Visit Blue Cross NC online at **BlueCrossNC.com.**

Transforming Health Care

Blue Cross NC is advancing care for all North Carolinians by addressing the underlying causes of rising costs, and taking action to be more transparent, efficient and innovative. We're finding ways to help members navigate the health care system, with tools that make costs more transparent and put their health plans in the palm of their hand. Through our industry-leading Blue Premier℠ program, expanded mental health care services and targeted community partnerships focused on access, we're removing roadblocks to care in every corner of North Carolina and making health care more affordable.

Investing in Healthy Communities

At Blue Cross NC, our responsibilities go far beyond health insurance. We recognize that our communities face a host of non-medical factors that can have a profound impact on health. Income levels, housing, availability of healthy food, transportation and access to health care itself – all play a role in the overall health of a community. In 2023, we continued our commitment to improving the health of communities across the state through community and diversity engagement investment initiatives. As the leading not-for-profit health plan in the state, we're dedicated to helping individuals and communities find access to the essentials of good health. That's why we invested more than $11 million in North Carolina communities during 2023, targeting drivers of health such as access to care, behavioral health, education, and maternal and infant health.