



About Blue Cross and Blue Shield of North Carolina

Blue Cross and Blue Shield of North Carolina (Blue Cross NC), the leading not-for-profit health plan in North Carolina, is committed to improving the health and well-being of its customers and communities. Since 1933, the company has developed programs and initiatives that give North Carolinians the opportunity to live healthier lives. The company is now part of North Carolina-based CuraCor Solutions®, a not-for-profit parent holding company bringing solutions that make health care simpler, more affordable, and easier to access. Blue Cross NC serves more than 5.3 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 www.bluecrossnc.com.

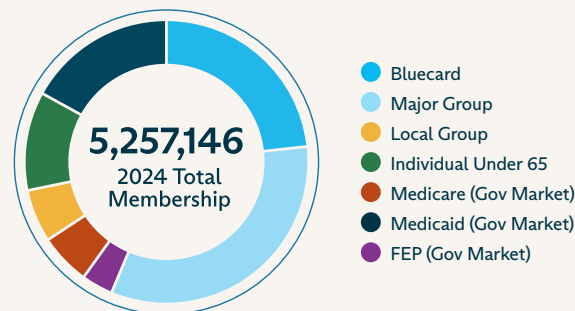
Company Milestones

- 2024** In response to community needs, Blue Cross NC, Healthy Blue and the Blue Cross NC Foundation donated more than \$6.8 million to 71 organizations for Hurricane Helene relief and continue to provide long-term recovery support to the region.
- 2023** Blue Cross NC acquires all North Carolina-based locations of FastMed care centers to ensure access to quality, affordable care across the state.
- 2023** The bipartisan Reorganization & Economic Development Act was signed into law. As the only not-for-profit health insurer in NC, Blue Cross NC was granted the ability to modernize its 92-year-old structure, allowing it to compete more effectively with national, for-profit insurers while maintaining its mission-driven focus.
- 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** 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** Blue Cross NC opens new headquarters building in 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.

Executive Leadership Team

- Arif Khan**
Senior Vice President,
Chief Strategy & Performance
Execution Officer
- 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, Chief
Clinical Innovation Officer
- Francesca Gary**
Senior Vice President,
Blue Cross NC Health
Plan Business
- Sonny Goyal**
Senior Vice President,
CuraCor Group Business
- Dr. Tunde Sotunde**
President and CEO
- Karla Mizelle**
Senior Vice President,
Chief Technology, Innovation
& Experience Officer
- Mitch Perry**
Senior Vice President,
Chief Financial Officer
- Latisha Hamilton-Williams**
Senior Vice President,
Chief People Officer

2024 Membership



2024 Financial Results

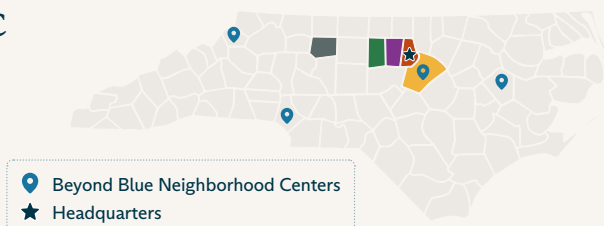
Revenue	\$11.9B
Claims and Expenses	\$10.4B
Net Income	\$69M
Net Income Ratio	0.6%
Operating Income Ratio	14.6%
Taxes (Federal, State, Local) and ACA Fees	\$288M
Months in Reserve	3.3 months
Membership (Including Blue Card®)	5.28M

Our Workforce Across NC

Employees Across 87 Counties

Top 5 Counties:

- Wake, 1,517
- Alamance, 307
- Durham, 715
- Orange, 240
- Forsyth, 343





Media Contacts

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Newsroom: mediacenter.bcbsnc.com



Our Purpose

To improve the health and well-being of our customers and communities — we won't stop until health care is better for all.

Improving the health and well-being of our members, workforce, and communities is not just a responsibility – it's our purpose. Our community partnerships, products, data, and the expertise of our workforce uniquely position us to fundamentally address the state's most pressing health challenges, starting with youth mental health and well-being, improving health with food, and increasing access to care. Together, we are creating a healthier future for our members, making generational change in North Carolina, and driving value for our business – proving that purpose and progress go hand in hand.

To deliver on this commitment, we've organized our approach into four key pillars:

 Healthy Customers	 Healthy Communities	 Healthy Workforce	 Healthy Business
Expand access to care	Strengthen local communities and partnerships	Foster employee belonging and growth	Drive sustainability and innovation
79.5% of members believe that Blue Cross NC provided coverage that made it affordable to get the care they needed.	In 2024, employees volunteered over 9,435 hours , with nonprofit partners, an effort valued at \$1,312,913.	85% of employees believe that Blue Cross NC is a great place to work.	99% of employees have been trained in ethical and responsible workplace practices.



In 2000, Blue Cross NC established the Blue Cross and Blue Shield of North Carolina Foundation. Since then, the Foundation has worked alongside nonprofit organizations, government entities, and community partners across the state, investing \$269 million into communities through more than 1,650 grants, collaborations, and special initiatives. Within its focus areas of supporting the mental health and well-being of the state's youth, strengthening the connections between health and food, and investing in solutions to make health care more accessible, the Foundation is committed to improving the health and well-being of all North Carolinians. Learn more at bcbsncfoundation.org.

Our Commitment to Affordability

Health care should be affordable, but rising costs are putting it out of reach for too many North Carolinians. At Blue Cross NC, we're going deeper to tackle what's really driving prices up, like limited access to care and the growing burden of chronic conditions. We're making it easier for our members to navigate care and save money, with tools that help them make smart, informed choices. We're listening directly to communities to understand their biggest challenges and acting on what we hear. And, we're bringing together health care providers, policymakers, and everyday North Carolinians to work with us to drive down costs and build a system that works better for everyone. By cutting through complexity, demanding transparency, and pushing for bold innovation, we're working to make care more affordable for all.

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