



**FEARLESS ABOUT THE FUTURE**

**CORPORATE OVERVIEW**

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is on a mission to make health care more affordable, easier to navigate, and accessible for all. We are accelerating our efforts to improve access to care and give more North Carolinians the opportunity to be healthy.

## COMPANY MILESTONES

- 2021**  
Blue Cross NC enrolls its first members in its Medicaid managed care plan, Healthy Blue<sup>SM</sup>.
- 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. Stephen Friedhoff**  
Senior Vice President,  
Health Care Services



**Francesca Gary**  
Senior Vice President,  
Government Markets



**Dr. Tunde Sotunde**  
President and CEO



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



**Santiago Estrada**  
Senior Vice President,  
Chief Legal Officer



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



**Mitch Perry**  
Senior Vice President,  
Chief Financial Officer



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

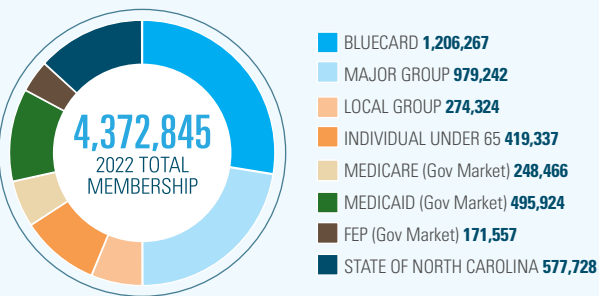


**Latisha Hamilton-Williams**  
Chief People Officer



**Gerald Petaku**  
Senior Vice President,  
Commercial Markets

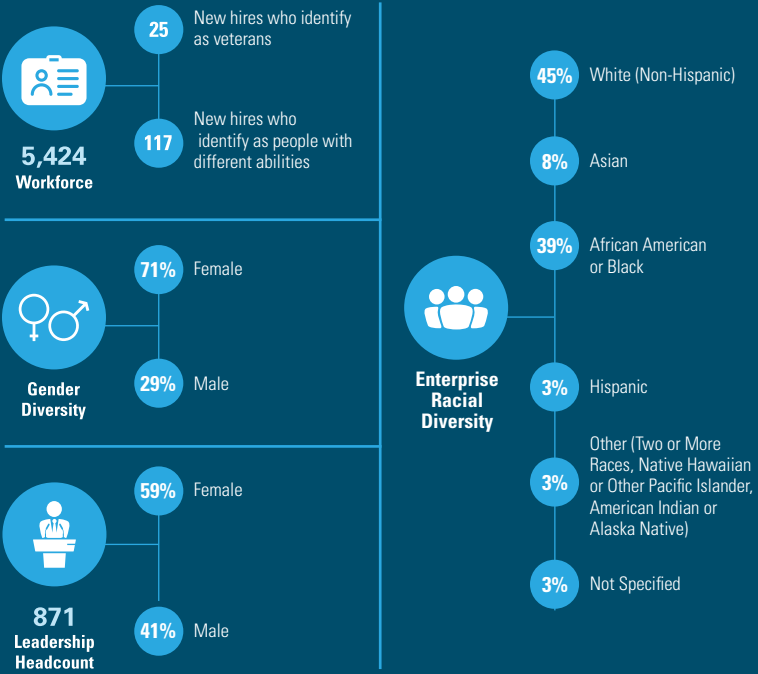
### 2022 Membership



### 2022 Financial Results

Revenue	\$10.9B
Net Income	\$36.2M
Net Income Ratio	0.33%
Operating income ratio	-1.6%
Taxes (Federal, State, Local)	\$25.7M
Claims and Medical Expenses	\$9B
Months in Reserve	5.3 months in reserve
Membership (including Blue Card®)	5.59M

## OUR WORKFORCE IN 2022

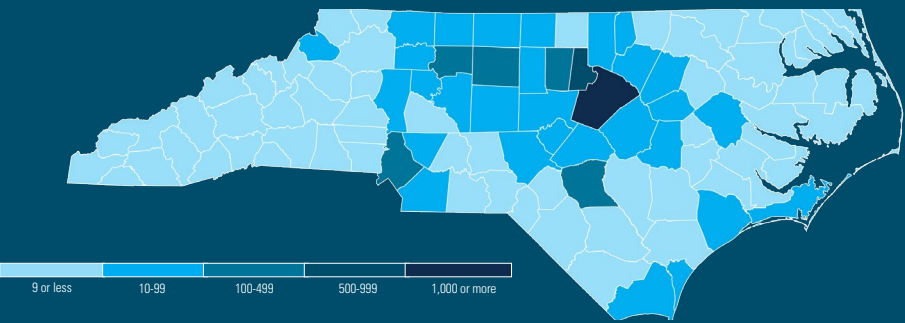


### NC Workforce by County

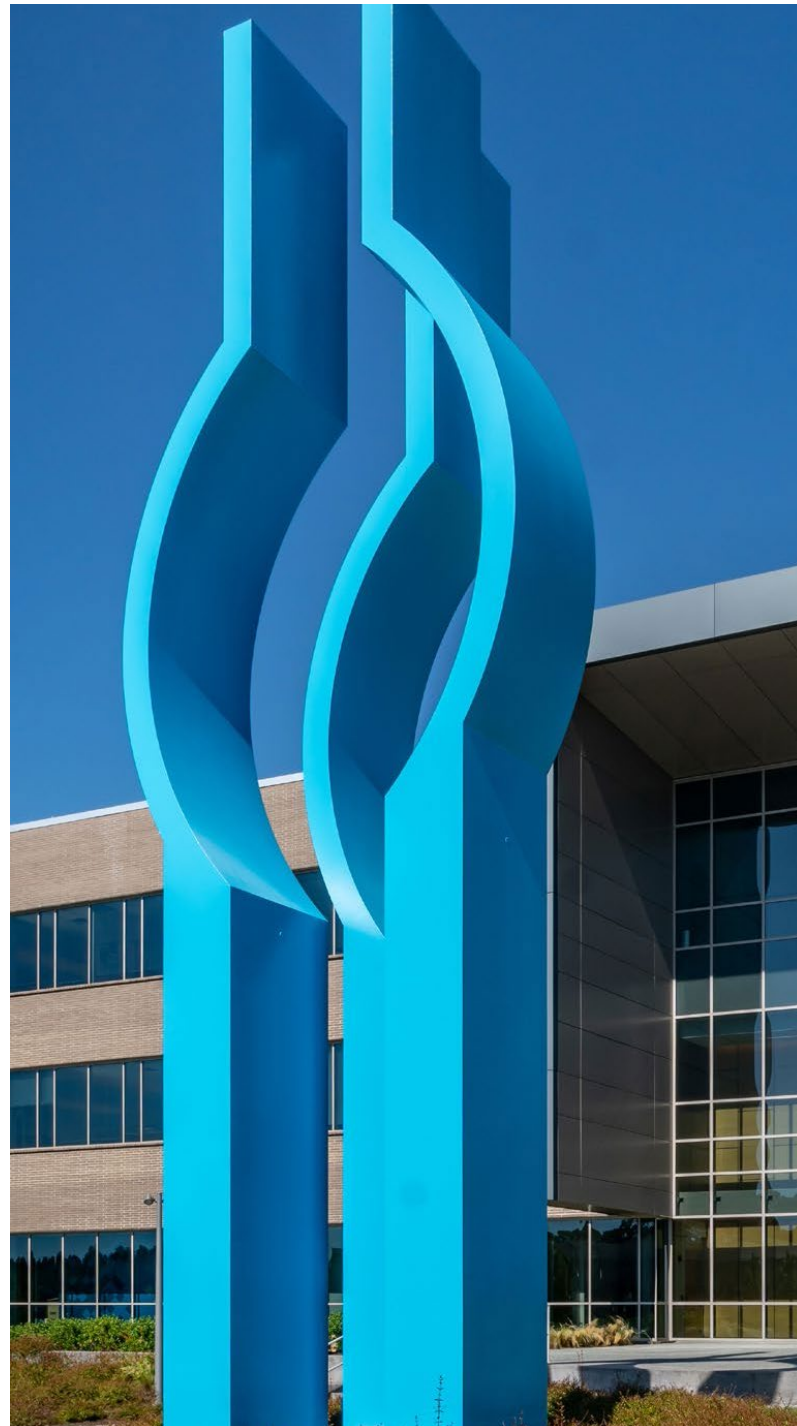
#### PRESENCE IN 77 COUNTIES TOP 5 COUNTIES

WAKE 1,551  
DURHAM 844  
ALAMANCE 376

ORANGE 310  
GUILFORD 216







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](mailto:media.inquiry@bcbsnc.com)

**Newsroom:** [mediacenter.bcbsnc.com](https://mediacenter.bcbsnc.com)

## 2022 Accolades

Blue Cross NC has been recognized as one of the 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.

- America's Best Midsize Employers  
*Forbes, 2022*
- America's Best-In-State Employers North Carolina  
*Forbes, 2022*
- Best Employers for Diversity  
*Forbes, 2022*
- Best Employers for Women  
*Forbes, 2022*
- Great Place to Work Certified  
*Great Place to Work Institute, 2022*
- Best Companies for Working Parents  
*Seramount, 2022*
- Best Companies for Dads  
*Seramount, 2022*
- Best Companies for Multicultural Women  
*Seramount, 2022*
- Inclusion Index Leader List  
*Seramount, 2022*



## 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 \$200 million into North Carolina through more than 1,300 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](https://bcbsncfoundation.org).



## About Our Company

Blue Cross and Blue Shield of North Carolina (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, the health insurer has created programs and initiatives to provide North Carolinians the opportunity to be healthy. Blue Cross NC serves its customers and communities of more than 4.4 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](https://www.bluecrossnc.com).

## Transforming Health Care

Blue Cross NC is advancing care for all North Carolinians by identifying the underlying causes of soaring costs, and taking action to be more efficient, transparent and innovative. We're finding ways to help members navigate the health care system, from 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 telehealth services for mental health care, and targeted community partnership focused on access to care, we're removing roadblocks from 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 2022, 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 over \$13.3 million into North Carolina communities in 2022, targeting drivers of health such as access to care, food security, education and transportation.