

Being open about how we use your money is our responsibility.

As a mission-driven, not-for-profit company, our first priority is to improve the health of our 3.5 million members and the communities we serve.

We used 85 cents from every premium dollar to pay for our members' medical needs. And we worked hard to manage operating costs effectively to keep costs down for our customers.

15%

Operating Costs

- 4¢ Local, state and federal taxes
- 7¢ Operations
- 4¢ After-tax profit

85%

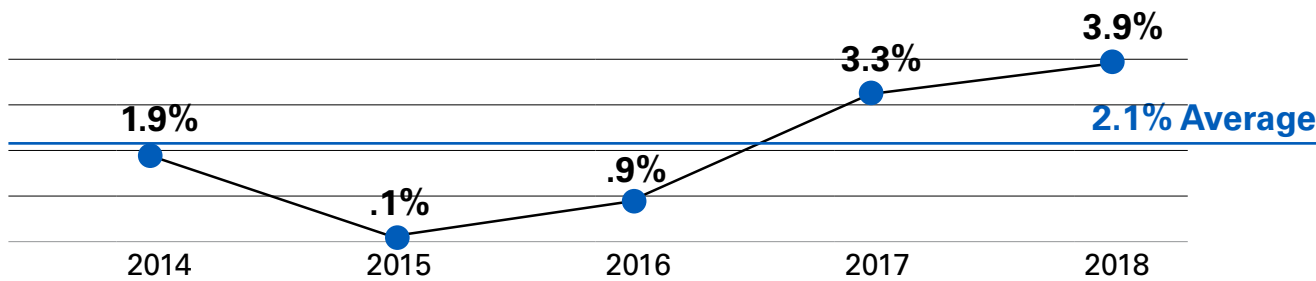
Direct Medical Costs

- 5¢ Other medical services
- 9¢ Prescription drugs
- 21¢ Outpatient facility care
- 24¢ Inpatient facility care
- 26¢ Physician services



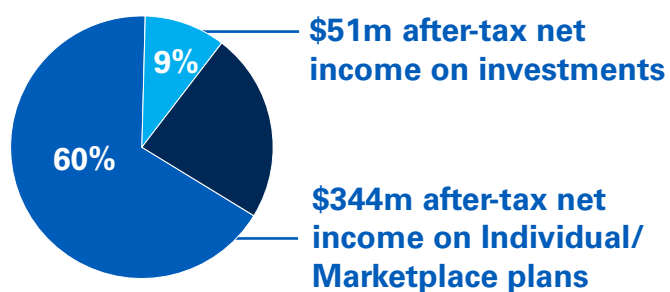
We paid \$15.2 billion for our members' health care.

We paid \$659 million in taxes that support programs and services benefitting Tennesseans, and we earned \$569 million in after-tax net income.



Our net income represents 3.9% of our gross revenues, and our five-year average for net income is 2.1%.

\$569m total after-tax net income

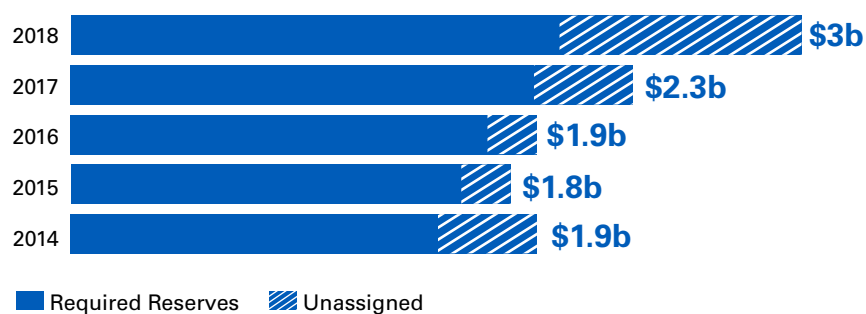


We earned more than expected on our Individual/Marketplace line of business, in part because some of the risks we had to price in didn't play out as they could have.

After five years, our after-tax margin on Individual/Marketplace plans is 4.2% overall.

We lowered 2019 Individual/Marketplace rates by an average of 14.8%.

We are a taxpaying not-for-profit, which allows us to earn lower margins but also brings a responsibility to maintain strong reserves.



We have \$267 per member in total reserves. That would cover our members' claims for 88 days. Our required reserves would only cover claims for 60 days.

Our 2018 financial performance allows us to continue doing so, as demonstrated by our A+ Stable rating from Standard and Poors.

Because we're focused on serving members, not on maximizing profits, we are planning to earn less in net income for 2019 than we did in 2018.