Each person counts at BlueCross.

Our stories show how this commitment makes a difference in the lives of our employees and the people we serve.
Cultivating diversity and inclusion is the right way to do business for our members.

It gives BlueCross a competitive advantage by intentionally creating a workforce that’s a reflection of the individuals we serve.

Like anything worthwhile, our commitment is more than words. We put our belief into action, and we’ve approached it in a disciplined way, with measurable goals tied directly to executive performance.

Those goals include:
- Employee development and engagement,
- Cultural awareness and competence,
- Supplier relationships and community partnerships,
- And most important, our recruitment and hiring practices.

Diversity – like people – is always changing. That’s why we’ve made a long-term commitment to this effort, and we believe we’re moving in the right direction.

JD Hickey, M.D.
President and CEO
Diverse, Inclusive and Recognized

For the third consecutive year, BlueCross has been selected as one of “America’s Best Employers for Diversity” by Forbes.

In 2020, BlueCross is the second highest-rated company in Tennessee and one of the top 100 companies Forbes ranked nationwide.

**Word of mouth**
It’s worth noting that BlueCross can’t compete for this award. Forbes also doesn’t allow companies to request to be included.

Instead, Forbes sponsors an independent, third-party study that surveys thousands of workers at companies around the country. Workers’ perceptions of their own company and others, as well as publicly-available diversity information, provide the annual results.

**Developing a workforce representative of our members**
While pursuing honors has never been our company’s goal, we acknowledge the positive impact our intentional diversity focus has on our employees, and the service they provide to our members.
Left to right:
BARRY CONDRA, Operations Manager;
ROBERT THOMAS Contract Specialist;
and VALERIE LAUER, Communications Specialist
2020

HUMAN RIGHTS CAMPAIGN
Best Place to Work for
LGBTQ Equality
One of under 1,000 U.S. employers
to receive a perfect score

NCQA Distinction in Multicultural Health Care
For service excellence and efforts to reduce health care disparities

2019

FORBES
America’s Best Employers for Diversity

America’s Best Large Employers

HUMAN RIGHTS CAMPAIGN
Best Place to Work for LGBTQ Equality

2018

FORBES
America’s Best Employers for Diversity

America’s Best Employers for Women

America’s Best Large Employers

HUMAN RIGHTS CAMPAIGN
Corporate Equality Index

NASHVILLE BUSINESS JOURNAL
Women of Influence
Dr. Andrea Willis, Senior Vice President and Chief Medical Officer

THE TENNESSEAN
Nashville Top Workplaces

MEMPHIS BUSINESS JOURNAL
Super Women in Business
Lisa Driver, Regional Director, Account Manager

MODERN HEALTHCARE
Top 25 Minority Executives in Health Care
Dr. Andrea Willis, Senior Vice President and Chief Medical Officer
“BlueCross is the type of place that has opportunities for advancement. I’ve been here 11 years, and I’ve learned so much along the way.”

KENISHA MILLER
(Left) telecommuter and Claims Auditor

One family has a history at BlueCross that stretches back nearly 40 years. The Millers – mother Lorraine, father Kenneth and daughter Kenisha – all work in different business areas. Lorraine serves as a BlueCross Investment Accounting Coordinator, and Kenneth is an Associate in our Records department. They’re grateful for the opportunities BlueCross has provided and that the company continues to be such a large part of their lives.
Our People

TOTAL EMPLOYEES
MORE THAN 6,500

6 OFFICES ACROSS THE STATE

GENDER
75% FEMALE 25% MALE

EXECUTIVE TEAM
38% FEMALE 25% ETHNIC MINORITY

LEADERSHIP
100% OF OUR CEO’S DIRECT REPORTS HAVE MEASURABLE DIVERSITY GOALS TIED TO THEIR INCENTIVES

MANAGEMENT
61% FEMALE 16% ETHNIC MINORITY

44% OF EMPLOYEES ARE PROFESSIONAL OR TECHNICAL EXPERTS

68% ON-SITE 32% TELECOMMUTER
"When you’re starting your career, you don’t know your true passions and what’s in your heart. I’ve been fortunate to discover those passions here."

STEPHANI RYAN
BlueCareTennessee Vice President of Long Term Services and Supports

In her current role, Stephani determines how BlueCross can provide the needed services for individuals with long-term health care concerns, so they can have the most meaningful lives possible. As a past Nashville Business Journal Employee of the Year, Stephani is also a founding member and executive sponsor of the Women’s Leadership Network, a BlueCross employee resource group.
"There’s only one prerequisite to the American dream, and it is hard work. If you work hard, you’re going to make it, and I think I’m proof of that."

ALI ABBAS
Information Delivery Reporting Solutions Consultant (back row, second from left)

While African-American employees make up our largest ethnic demographic, Asian employees are our fastest-growing one. In 2019, BlueCross hosted a South Asian Cultural Awareness Program where employees shared their experiences.

ETHNIC GROUP
BLACK OR AFRICAN-AMERICAN 18%
ASIAN 3%
HISPANIC 1%
TWO OR MORE RACES 2%
PACIFIC ISLANDER <1%
AMERICAN INDIAN OR ALASKA NATIVE <1%

25% ETHNIC MINORITY
73% NON-MINORITY
2% NOT SPECIFIED
“Sexual orientation and gender identity are just pieces of who our employees are, not the whole person. I didn’t want to be labeled ‘the gay supervisor.’ I wanted to be known for my merits and my skill set.”

BARRY CONDRA
Operations Manager

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**PEOPLE WHO ARE LGBTQ+**

We offer a wide range of benefits including:

- Domestic partner health care benefits for same-gender partners
- Transgender benefits, including gender-reassignment surgery

We actively recruit and retain people who self-identify as LGBTQ, through:

- Connecting with universities to encourage LGBTQ students to attend recruitment events
- Including sexual orientation and gender identity as part of our nondiscrimination policy

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**AGE**

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<th>GENERATION Z</th>
<th>MILLENNIAL</th>
<th>GENERATION X</th>
<th>BABY BOOMER</th>
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“At BlueCross, no one looks at me sideways. I can be myself.”

ROBERT THOMAS
Contract Specialist

A millennial born and raised in Detroit, Robert recognizes how history and family have influenced his career and the man he is today. He shared his experiences and journey from the Motor City to Chattanooga as part of a presentation at the 2019 Black History Month celebration for employees.
NEARLY
3%
OF OUR
WORKFORCE
IS A
U.S. ARMED
SERVICES
VETERAN

“I have a deep love for people and enjoy helping them through their struggles. I saw that PTSD was an epidemic, but many veterans were going undiagnosed and committing suicide due to the stigma, embarrassment and feeling of hopelessness. My interest only grew from there.”

DR. VONDA HARRISON, PH.D.
Air Force Veteran and Manager of Behavioral Health Quality Management
Our Programs

7 EMPLOYEE RESOURCE GROUPS

An Employee Resource Group is a voluntary employee-led association organized around a common dimension of diversity:

- Women’s Leadership Network
- Employee Veterans Group
- Generational Diversity Group
- Finance and Accounting Group
- International Group
- LGBTQ+ Group
- Latino and Hispanic Group

“If this NABA chapter is going to be successful, it won’t be because of me, it’ll be because of WE.”

BERNARD HARRIS
Senior Financial Analyst

In 1969, less than 1% of certified public accountants nationwide were African-American – a statistic that hasn’t changed in 50 years. Bernard aims to help improve that number. That’s why he helped start the company’s Finance and Accounting Employee Resource Group. And, he launched the Greater Chattanooga chapter of the National Association of Black Accountants (NABA) with support from BlueCross.
We also hire and provide internship opportunities for individuals with Autism Spectrum Disorders in partnership with the Mosaic program at the University of Tennessee at Chattanooga.

“I’ve been excited to work at BlueCross since the first time I walked through the door. I’m really happy to be here – and it’s awesome that I get to stay.”

MARTIN BOATWRIGHT
Project Search graduate and BlueCross consultant (far right)

Martin is one of five Hamilton County special education students who completed the inaugural Project SEARCH program at our Chattanooga headquarters. He and fellow intern D’Angelo McReynolds (center) remain connected to BlueCross following graduation – Martin in a part-time role with the partner company handling our campus environmental services and D’Angelo in a full-time position with the BlueCross records department.
4 CULTURAL AWARENESS SESSIONS

The company sponsors quarterly events available to all employees and designed to help us work better, together.

- Black History Month
- South Asian Cultural Awareness
- Hispanic Heritage
- Veterans Day

“I think something unique about my culture is that we are very unified. Families are the core of our people.”

DIANA BARROSO
Health Navigator (right)

As part of our ongoing commitment to developing our people, BlueCross celebrated Hispanic Heritage Month with a Cultural Awareness Session where employees shared their stories, cultural pride and love for BlueCross. The event also included a special musical performance by AppSystems Analyst Specialist Fernando Guadarrama (left); and the launch of our UNIDOS Employee Resource Group.
Our Communities

NEARLY 300 PROFESSIONALS FROM FELLOW TENNESSEE BUSINESSES ATTENDED OUR ANNUAL POWER OF WE WORKFORCE DIVERSITY CONFERENCE IN NASHVILLE.

SINCE 2013, THE BLUECROSS POWER OF WE DIVERSITY SCHOLARSHIP PROGRAM has awarded more than $190,000 to minority students studying for careers in health care fields.

BLUECROSS SPENT $75M WITH DIVERSE SUPPLIERS IN 2019

“I want to help women understand what’s happening in their bodies.”

CHYNA GERMANY
BlueCross Power of We scholar and nursing major at the University of Tennessee at Chattanooga (right)