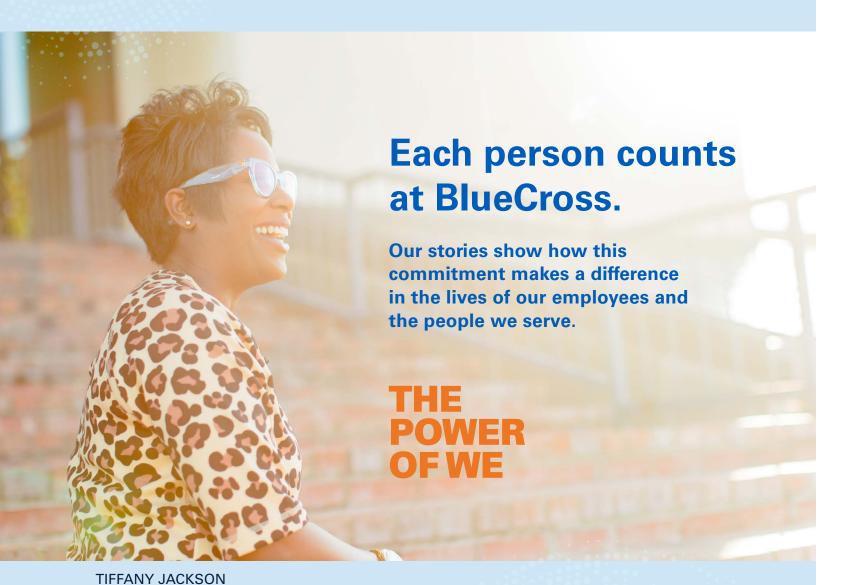
THE POWER OF WE



Diversity & Inclusion

SHARING OUR STORIES & MEASURING OUR COMMITMENT





Provider Quality Partner



Cultivating diversity and inclusion is the right way to do business.

BlueCross stands in solidarity with our communities, our members and our business partners against racism.

Like anything worthwhile, our commitment is more than words. We put our belief into action, and we've approached it systematically, creating multiple channels to address this difficult but vital topic.

Those channels include:

- Quarterly Critical Conversations,
- Company-wide unconscious bias training,
- Leadership-led Power of We video series,
- And open forum Listening Sessions.

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

1

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 was the second highestrated 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, the publication sponsors an independent, third-party study that surveys thousands of employees 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.







FORBES
America's Best Employers
for Diversity

America's Best Large Employers

America's Best Large Employers in Tennessee

HUMAN RIGHTS CAMPAIGN

Best Places to Work for

LGBTQ Equality

EDGE MAGAZINE **Best Places to Work in Chattanooga**

African American Leaders in Health Care

Dr. Andrea Willis, Senior Vice President and Chief Medical Officer

The Power of We Employee Experience Videos



FORBES
America's Best
Employers for Diversity

America's Best Large Employers

HUMAN RIGHTS CAMPAIGN

Best Places to Work for

LGBTQ Equality





"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 Business Analyst

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







6 OFFICES ACROSS THE STATE



GENDER



74% **FEMALE**

26% **MALE**

LEADERSHIP



100% OF OUR **CEO'S DIRECT REPORTS** HAVE MEASURABLE **DIVERSITY GOALS TIEDTOTHEIR INCENTIVES**

EXECUTIVE TEAM

FEMALE

MANAGEMENT





"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

BlueCare Tennessee 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. BlueCross recently hosted a South Asian Cultural Awareness Program where employees shared their experiences.



BLACK OR AFRICAN-AMERICAN 18% ASIAN 4% TWO OR MORE RACES 2% HISPANIC 1% PACIFIC ISLANDER < 1% **AMERICAN INDIAN OR ALASKA NATIVE <1%**

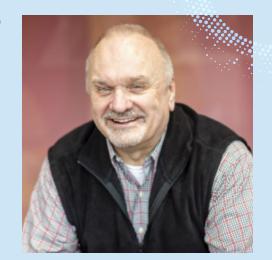


NON-

ETHNIC

MINORITY MINORITY 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



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 recuitment events
- Including sexual orientation and gender identity as part of our nondiscrimination policy

GENERATIONAL DIVERSITY

 GENERATION Z
 MILLENNIAL
 GENERATION X
 BABY BOOMER

 2%
 36%
 45%
 18%

 (1997 and later)
 (1996-1981)
 (1980-1965)
 (1964-1946)



"When I started at BlueCross, I was surprised at how invested they were in us taking part in the political process. I couldn't help thinking of my family and how many barriers they had to voting in the past. When I look at what's happening here, I am very appreciative."

NAVEH ELDAR

Long-Term Services and Support Employment Specialist

As the great-grandson of a man who lost his right to vote in Alabama during Reconstruction, Naveh's story put the 2020 Black History Month event – African Americans and the Vote – in a personal light. BlueCross provides voter registration materials during new employee orientation and regularly reminds employees of voting deadlines.



NEARLY

3%
OF OUR
WORKFORCE
IS A

U.S. ARMED SERVICES VETERAN

450
EMPLOYEES
ATTENDED OUR
2020 VIRTUAL
VETERANS DAY
CEREMONY



"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 Director of Behavioral
Health Quality Management

Our Programs 8 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
- UNIDOS Latino and Hispanic Group
- Valued Abilities 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

Principal Financial Reporting Consultant

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 hire and provide internship opportunities for individuals with Autism Spectrum Disorders in partnership with the Mosaic program.

11%
OF EMPLOYEES
SELF-IDENTIFY
AS HAVING
DISABILITIES

8%
OF NEW HIRES
SELF-IDENTIFY
AS HAVING
DISABILITIES



"Without this internship, I wouldn't have done so many incredible things. Thank you, BlueCross, for giving me the opportunity to work."



L'MYA MUHAMMAD

Project SEARCH graduate and BlueCross Fulfillment Center Processor

L'Mya is one of ten Hamilton County special education students who completed the 2019-2020 Project SEARCH program at our Chattanooga headquarters. She and fellow intern Manases Gonzalez remain connected to BlueCross following graduation – Manases as a Systems & Machine Operator in mail services and L'Mya as a Fulfillment Center Processor in outbound mail.

4 CULTURAL AWARENESS SESSIONS

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

- Black History Month
- Through the Lens of Disability
- 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 celebrates Hispanic Heritage Month with an annual Cultural Awareness Session. These sessions can include special external guests as well as panel discussions where employees share their stories, cultural pride and love for BlueCross. Our 2020 event featured keynote speaker former United States Attorney General Alberto Gonzales.

Our Communities



MORE THAN 350 PROFESSIONALS

ATTENDED OUR FIRST-EVER VIRTUAL POWER OF WE WORKFORCE DIVERSITY CONFERENCE.

SINCE 2013, THE BLUECROSS POWER OF WE DIVERSITY SCHOLARSHIP PROGRAM

has awarded more than

\$250,000

to minority students studying for careers in health care fields.

SPENT MORETHAN
\$80M
WITH DIVERSE SUPPLIERS
IN 2020.



"I have a dream to open my own physical therapy clinic and practice in communities of color."

BRIANNA JAMES

BlueCross Power of We scholar and exercise science major at the University of Memphis





THE POWER OF WE

At BlueCross, we are proud of the many cultures and experiences our employees represent.

Our people are our best assets.

Diverse employee experiences better prepare us to serve our members and communities.







Connect with us

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BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the Blue Cross Blue Shield Association

21CCM (3/21)

BlueCross Diversity and Inclusion Report CorporateDiversity@bcbst.com

of Tennessee

All figures are latest available at time of publication and are rounded to nearest whole percent.