

Highmark Inc. Company Overview

Vision

A world where everyone embraces health

Mission

To create a remarkable health experience, freeing people to be their best

Key Statistics

- Founded Mid 1930s
- Number of employees 6,000
- 5.6 million members are covered by Highmark Inc.
- Highmark Health had \$18 Billion in Operating Revenue in 2019
- Highmark Inc., together with its Blue-branded affiliates, collectively comprise the fourth-largest overall Blue Cross Blue Shield-affiliated organization in the country based on membership.

Company Headquarters

- Pittsburgh, Pa.

Community Support

- In 2019, the Health Plans' corporate giving benefited hundreds of organizations, donating more than \$17 million in the areas of western, central, and northeastern Pennsylvania, West Virginia, and Delaware. In addition, Highmark's signature program, Walk for a Healthy Community, along with Adopt-a-School programs initiated by employees in Pittsburgh and Erie, and National Make a Difference Day of volunteering, provided significant benefits to individuals and the communities the Health Plans proudly serve.

Products

- Highmark Inc. is a national, diversified health care partner based in Pittsburgh that serves members across the United States through its businesses in health insurance, dental insurance, and reinsurance. We offer a variety of plans in our core service areas.
- Our diversified businesses also provide a broad spectrum of specialty products, such as dental insurance, and reinsurance to 50 million Americans across all 50 states and the District of Columbia.
- Our diversified businesses rank among the nation's leaders in their categories:
 - Fifth largest dental insurance carrier in the U.S.
 - Among the top five largest stop loss carriers

Awards

- **Medicare Advantage plans recognized for member satisfaction** For the fourth consecutive year, Highmark's Medicare Advantage plans received high rankings in the annual J.D. Power Medicare Advantage Study. Highmark maintained a number two ranking in the nation for Medicare Advantage Overall Customer Satisfaction and received the highest score in the Provider Choice factor among health plans profiled in the study.
- **National Health Care Anti-Fraud Association's Excellence in Public Awareness Award** In 2019, Highmark and its financial investigations & provider review team received the NHCAA Excellence in Public Awareness Award for its Opioid Epidemic Education Program. This award is bestowed annually to an organization or individual who has demonstrated an unwavering dedication to raising public awareness about the problem of health care fraud.
- **FEP Award** The Highmark Health Federal Employee Program has earned SQM's 2019 Contact Center Industry Customer Experience Awards of Excellence in the categories of Contact Center World Class CX Certification, Highest Customer Service by Industry Award for Health Care Federal Employee Program, World Class Employee Experience Award and as a Finalist for Best Small Performing Call Center.

SQM's Customer Experience awards are considered the most prestigious and sought-after in the North American contact center industry, and recognize organizations that have demonstrated excellence for Customer Experience (CX), Employee Experience (EX), and CX Best Practices. On an annual basis, SQM conducts over 500 CX studies with leading North American companies.

- **LGBTQ Recognition** – Highmark health plans in PA, W.Va and Del have been recognized as 2020 Best Places to Work for LGBTQ Equality.