

SASB Index

Centene created the index below to provide stakeholders with disclosures aligned with the Sustainability Accounting Standards Board (SASB) Managed Care standard. Disclosures aligned with other relevant Sustainability Accounting Standards were also included for workforce diversity and engagement. All data relates to the year ended December 31, 2021, unless otherwise stated.

DATA PRIVACY & SECURITY

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Customer Privacy & Technology Standards	HC-MC-230a.1	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	Centene Data Privacy & Security Standards
	HC-MC-230a.2	(1) Number of data breaches, (2) percentage involving (a) personally identifiable information (PII) only and (b) protected health information (PHI), (3) number of customers affected in each category, (a) PII only and (b) PHI	Centene and its subsidiaries report required data breaches to the U.S. Department of Health and Human Services, Office for Civil Rights. Please refer to the U.S. Department of Health and Human Services Office for Civil Rights website.

HEALTHCARE ACCESS

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Access to Coverage	HC-MC-240a.1	Medical loss ratio (MLR)	87.8% Centene operates in two segments: Managed Care and Specialty Services. Our MLR disclosure includes the Managed Care segment. The Specialty Services segment MLR is immaterial to the consolidated organization.
	HC-MC-240a.2	Total amount of rebates accrued and paid due to non-compliance with the Patient Protection and Affordable Care Act for Medical Loss Ratio (MLR)	Centene accrued MLR rebates of \$196 million as of December 31, 2021 and paid MLR rebates of \$207 million during the 12 months ending December 31, 2021. Information is disclosed in accordance with U.S. Title 45: Public Welfare Part 158 – Issuer Use of Premium Revenue: Reporting and Rebate Requirements (U.S. 45 CFR Part 158).
	HC-MC-240a.3	Percentage of proposed rate increases receiving “not unreasonable” designation from Health and Human Services (HHS) review or state review	100% All of Centene's filed rate increase requests subject to review as per U.S. Title 45: Public Welfare Part 154 for the period of this report received "not unreasonable" designation from HHS or state review.
	HC-MC-000.A	Number of enrollees by plan type	In certain instances, our data aggregation processes are established by line of business, as opposed to plan type, based on the nature of our business. For this metric, we have chosen to disclose the data by line of business. See December 31, 2021 enrollees by line of business in the 2021 Form 10-K , page 47.

HEALTHCARE QUALITY

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Plan Performance	HC-MC-250a.1	Average Medicare Advantage plan rating for each of the following plan types: (1) HMO, (2) local PPO, (3) regional PPO, (4) PFFS, and (5) SNP	<p>Member Weighted Rating Reporting Year 2022</p> <p>HMO/HMOPOS: 3.9 Local PPO: 3.7 PFFS: 4.0</p> <p>HMO - Health Maintenance Organization Plans HMOPOS - Health Maintenance Organization - Point of Sale Plans Local PPO - Local Preferred Provider Organization Plans PFFS - Private Fee-for-Service Plans</p>
	HC-MC-250a.2	Enrollee retention rate by plan type, including: (1) HMO, (2) local PPO, (3) regional PPO, (4) PFFS, and (5) SNP	Please refer to MEMBERSHIP table in the 2021 Form 10-K , page 47.
Improved Outcomes	HC-MC-260a.1	Percentage of enrollees in wellness programs by type: (1) diet and nutrition, (2) exercise, (3) stress management, (4) mental health, (5) smoking or alcohol cessation, or (6) other	Centene's government-sponsored Medicare Advantage, Marketplace and Medicaid managed care plans develop and offer a comprehensive portfolio of programs that build in wellness aspects to advance health outcomes for Centene's members. These programs leverage cutting edge clinical guidelines, evidence-based best practices, and data science models to support whole health for the individual based on their identified needs. Strategies for preventive services align with U.S. Preventive Services Task Force (USPSTF) recommendations and focus on reducing the risk of developing chronic conditions, addressing current conditions, and promoting healthy behaviors. Services provided will specifically address national priorities such as smoking cessation, immunizations, and promotion of healthy living through lifestyle choices. 100% of our membership has access to one or more of our programs through a variety of channels including an on-demand health education library, telephonic and digital health coaching/chronic condition management programs and local partners.
	HC-MC-260a.2	Total coverage for preventive health services with no cost sharing for the enrollees, total coverage for preventive health services requiring cost-sharing by the enrollee, percentage of enrollees receiving Initial Preventive Physical Examinations (IPEE) or Annual Wellness Visits (AWV)	<p>Centene offers health plans that are designed to include a variety of preventive health services with no member cost share. For our Commercial (including Marketplace) and Medicare Advantage members:</p> <ul style="list-style-type: none"> • Approximately \$3.6 billion in claims were paid for preventive care services with no cost sharing from members. • Approximately \$1.2 billion in claims were paid for preventive care services which required some form of cost sharing from members. • Of the total cost of coverage for members, approximately 20.6% was paid for preventive services.
	HC-MC-260a.3	Number of customers receiving care from Accountable Care Organizations or enrolled in Patient-Centered Medical Home programs	133,711 total beneficiaries were attributed to Accountable Care Organizations as of December 31, 2021.

ENVIRONMENTAL IMPACTS ON HEALTH

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Climate Change Impacts on Human Health	HC-MC-450a.1	Discussion of the strategy to address the effects of climate change on business operations and how specific risks presented by changes in the geographic incidence, morbidity, and mortality of illnesses and diseases are incorporated into risk models	See 2022 Task Force on Climate-related Financial Disclosures Index

EMPLOYEE PARTNERSHIP & DEVELOPMENT

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Workforce Diversity & Engagement	SV-PS-330a.2	(1) Voluntary and (2) involuntary turnover rate for employees	Turnover for Centene, excluding International (which represents approximately 20% of the Enterprise): 20.4% in total, 18.2% voluntary and 2.2% involuntary (excluding reductions in force)
	SV-PS-330a.3	Employee engagement as a percentage	86% in Spring 2021 Pulse Survey 81% in Fall 2021 Pulse Survey

Centene is in continual dialogue with our employees through "Shaping Centene," a series of ongoing, enterprise-wide employee surveys that seek our employees' sentiment on a variety of topics, including company culture, people leadership effectiveness, and our approach to a diverse, equitable and inclusive workplace. Our company is continually evolving, and acting on feedback from our employees strengthens our culture of engagement and creates an environment where all employees feel valued and heard. Centene's employee engagement survey was administered by Perceptyx. The Engagement Index was calculated based on the responses to four engagement questions from the survey. The numerator is the total count of favorable responses ("Strongly Agree" or "Agree") across all four questions. The denominator is the total count of valid responses across all four questions. Overall engagement represents the percent of responses that were favorable out of all responses received across the four engagement questions.

Additional information regarding our employee engagement survey is available on page 29 of our 2021 C-Index Diversity, Equity & Inclusion report: [Centene C-Index](#)