

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, 2023, unless otherwise stated.

DATA PRIVACY AND 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)	Refer to Item 1C. of our 2023 Form 10-K .
	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, EQUITY AND SOCIAL DRIVERS OF HEALTH

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Access to Coverage	HC-MC-240a.1	Medical loss ratio (MLR)	87.7% The MLR disclosure includes Centene's four operating segments: Medicaid, Medicare, Commercial and Other.
	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 \$164 million as of December 31, 2023 and paid MLR rebates of \$162 million during the 12 months ended December 31, 2023. These rebates were refunds paid to policyholders to help defray their insurance policy costs. 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, 2023 enrollees by line of business in the membership table in the 2023 Form 10-K , page 49.

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>Centene’s weighted average 2024 Medicare Advantage Star ratings as released in October 2023 and updated with CMS’s new cut points released in July 2024:</p> <p>HMO/HMOPOS: 3.1 Local PPO: 2.9 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	Refer to the membership table in the 2023 Form 10-K , page 49.
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	<p>Centene’s government-sponsored Medicare Advantage, Marketplace and Medicaid managed care plans develop and offer a comprehensive portfolio of integrated 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, mental wellness, 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.</p>
	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 Medicaid, Commercial (including Marketplace) and Medicare Advantage members:</p> <ul style="list-style-type: none"> • Approximately \$21.4 billion in claims were paid for preventive care services with no cost sharing from members. • Approximately \$3.5 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 33.6% 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	Approximately 140,000 beneficiaries were attributed to Accountable Care Organizations as of December 31, 2023.

ENVIRONMENTAL IMPACTS ON HEALTH

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
<i>Climate Change Impacts on Human Health</i>	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 2024 Task Force on Climate-related Financial Disclosures Index .

CULTURE, TALENT AND WELL-BEING

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
<i>Workforce Diversity & Engagement</i>	SV-PS-330a.2	(1) Voluntary and (2) involuntary turnover rate for employees	Turnover for Centene, excluding International (which represents approximately 12% of the Enterprise): 13.6% in total, 9.3% voluntary and 4.3% involuntary (excluding reductions in force)
	SV-PS-330a.3	Employee engagement as a percentage	89% in Winter 2023 Pulse Survey 89% in Summer 2023 Pulse Survey

Centene is committed to actively seeking and acting on feedback from our employees through our "Shaping Centene" program, which consists of a series of enterprise-wide surveys. These surveys measure overall engagement and focus on specific themes such as leadership effectiveness and our efforts to foster a diverse, equitable, and inclusive workplace. By continually evolving and acting on the feedback we receive, we strive to strengthen our culture of engagement and create an environment where all employees feel valued and heard. Our employee engagement surveys are administered by Perceptyx.

The Engagement Index is calculated based on responses to three engagement questions from the survey. The numerator represents the total count of favorable responses ("Strongly Agree" or "Agree") across all three questions, while the denominator represents the total count of valid responses. Overall engagement is represented as the percentage of favorable responses out of all responses received for the three engagement questions.

Additional information regarding our employee engagement survey is available on page 46 of our [2023 Sustainability & DEI Report](#).