

# Focused on transforming the health of the community, one person at a time

*By delivering better health outcomes at lower costs*

Centene Corporation, a FORTUNE<sup>®</sup> 50 company, is a diversified, multi-national healthcare enterprise that provides a portfolio of services to government sponsored and commercial healthcare programs, focusing on under-insured and uninsured individuals.

For more than 35 years we have remained deeply committed to transforming the health of the community, one person at a time, by delivering results for our stakeholders: Federal, local, and international governments; members; healthcare providers; uninsured individuals and families; and other healthcare and commercial organizations. Centene's core philosophy is that quality healthcare is best delivered locally. A local approach enables us to give our members access to high quality and culturally sensitive healthcare services.

## CENTENE'S SUCCESS IS DRIVEN BY OUR COMMITMENT TO:



Focus on  
Individuals



Whole  
Health



Active Local  
Involvement

### LOCAL APPROACH WITH CULTURAL SENSITIVITY

We employ approximately 71,100 people, many of whom work in our local health plan organizations across the United States. Our hiring practices reflect the composition of our membership and the local community. Equally important, our staff training focuses on the impact of culture on healthcare decisions, the impact of poverty on health, and the importance of providing appropriate resources for members with disabilities or linguistic barriers.

### CLINICAL INTERVENTIONS AND PROGRAMS

Centene utilizes evidence-based, clinical outcomes that target specific conditions and disease states such as diabetes, asthma, heart disease, and obesity. In addition, Centene develops solutions that respond to the complex health needs of a diverse range of individuals, including lower-income pregnant women, newborns, persons with intellectual and developmental disabilities, children in foster care, and migrant workers.

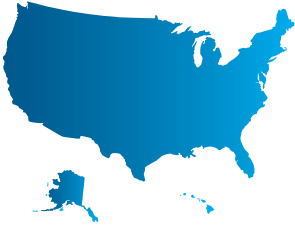
We are a leader in healthcare with a comprehensive portfolio of innovative solutions which includes coverage for Medicaid, Medicare and the Health Insurance Marketplace. We also contract with other healthcare and commercial organizations to provide specialty services to help people attain better health and quality of life.

#### MANAGED CARE INCLUDES:

- TANF (Temporary Assistance for Needy Families)
- Medicaid Expansion
- CHIP (Children's Health Insurance Program)
- ABD (Aged, Blind and Disabled)
- Long-Term Services and Supports
- Dual Demonstrations
- Intellectually/Developmentally Disabled
- Foster Care
- Medicare Advantage
- Medicare Special Needs Plan
- Medicare Prescription Drug Plan (PDP)
- Health Insurance Marketplaces
- Commercial Insurance

#### SPECIALTY SERVICES INCLUDES:

- Pharmacy Solutions
- Health, Triage, Wellness, and Disease Management Services
- Vision and Dental Services
- Care Management Software
- Correctional Healthcare Services
- Home-based Primary Care
- Management Services
- Federal Services
- Clinical Healthcare
- Data Analytics
- Third Party Administration



**1 in 15** Americans across all 50 states

Centene offers affordable and high-quality products to nearly 1 in 15 individuals across the nation, including Medicaid and Medicare members (including Medicare Prescription Drug Plans) as well as individuals and families served by the Health Insurance Marketplace, the TRICARE program, and individuals in correctional facilities.



**Growing International Presence**

Centene operates internationally through subsidiaries and investments including the UK, Spain, and Central Europe.

**25.2** million members

Today, **Centene is the largest Medicaid managed care organization** in the country, and a leader in California, Florida, New York and Texas, four of the largest Medicaid states. Centene is also the national leader in managed long-term services and supports.

**#1 carrier in the nation** on Health Insurance Marketplace

**\$24.6B**

in cash and investments\*

**\$109.8B–\$111.4B**

2020 expected revenue\*\*

**71,100**

employees\*

FORTUNE®  
CHANGE THE  
WORLD LIST  
(2020)

**#42**

FORTUNE®  
500 (2020)

## ADDRESSING MEMBER NEEDS THROUGH INNOVATION



### Personal Member Outreach and Support

Through MemberConnections® and other outreach programs, representatives visit members where they live and work to guide them through the complex healthcare system and get them the community resources they need.



### Incentives for Healthier Living

Incentive programs like My Health Pays® encourage healthy activity, such as regular check-ups and routine screenings, to strengthen the relationships between members and their caregivers while promoting personal healthcare responsibility.



### Helping Mothers and their Babies

Start Smart for Your Baby® is an extensive, award-winning education, care management and outreach program for pregnant members, new moms and their babies — helping to lower the risks of premature births and admissions to neonatal intensive care units.



### Technology for Better Healthcare

Centene uses technology to improve care coordination, eliminate redundancy and reduce errors. Our state-of-the-art systems provide members, healthcare providers and caregivers secure access to health information and treatment history, including prescription drug use, immunization history, reported allergies, past doctor visits, behavioral health history, laboratory tests and vital signs.

**QUALITY** means going above-and-beyond to make sure our members get appropriate preventive care to stay healthy, and that they receive the right care in the right place. As a part of our commitment to the highest quality care for our members, we pursue accreditation by independent organizations such as URAC and the National Committee for Quality Assurance (NCQA) for our programs and health plans across the country, wherever eligible.

### URAC ACCREDITATIONS

CASE MANAGEMENT, DISEASE MANAGEMENT, HEALTH UTILIZATION MANAGEMENT, HEALTH NETWORK, HEALTH CALL CENTER, PHARMACY BENEFITS MANAGEMENT, SPECIALTY PHARMACY

### NCQA ACCREDITATIONS

CREDENTIALS VERIFICATION (CVO) CERTIFICATION, HEALTH PLAN, LTSS DISTINCTION, MULTICULTURAL HEALTH CARE DISTINCTION, UTILIZATION MANAGEMENT, CREDENTIALING, PROVIDER NETWORK, WELLNESS AND HEALTH PROMOTION, POPULATION HEALTH PROGRAM

For more information on our programs, partnerships, accreditations and awards, please visit: [centene.com](http://centene.com)

\*as of September 30, 2020

\*\*as of October 27, 2020

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