

*Environmental,  
Social,  
Health,  
and Governance*

*Report to the Community*

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2020

Centene is a multi-national healthcare enterprise founded in 1984 on the belief that everyone deserves access to affordable, quality healthcare with dignity.

Today, we offer a comprehensive portfolio of innovative health solutions to more than 25 million members, across all 50 states and internationally, that help members get, and stay, healthy. At the intersection of Centene’s growth and our impact on communities, exists our core beliefs and values. Center to those values is our commitment to remove barriers to health and invest in local partnerships. In adherence to that commitment, Centene launched a range of initiatives and programs that address specific community challenges through collaborations with governments, healthcare, and community partners.

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Some images in this report were captured before the COVID-19 pandemic.

LETTER FROM THE CHAIRMAN



MICHAEL F. NEIDORFF  
Chairman, President, & Chief Executive Officer

*As the leader in government-sponsored healthcare, we understand that our role in serving our members has never been more essential — particularly as we consider the impact of COVID-19 and pressing issues across the country. Centene holds a unique position to address the environmental, social, and health barriers that impact our most vulnerable populations. Supported by a culture of sound corporate governance, our commitment to the secure and responsible management of information and data remains strong.*

Our progress toward improving healthcare access, quality, and affordability continued in 2020. To address the increased rate of infections and deaths from COVID-19 impacting communities of color, Centene and the National Minority Quality Forum (NMQF) partnered to assess COVID-19’s impact on racial minorities and rural communities.

Additionally, the formation of the Centene Health Disparity Task Force provides an ongoing opportunity for us to engage national leaders as we work to narrow the gap of disparities in healthcare access among at-risk populations.



**Diversity and inclusion is a top priority. Our workforce now represents over 70,000 employees, with 50% identifying as people of color and approximately 75% identifying as women.**

As a Participant of the United Nations Global Compact and an early signatory to the Ethical Principles in Health Care initiative created by the International Finance Corporation and the World Bank, we have positioned our leaders to work with global partners to address ethical considerations in healthcare.

Additionally, as a participating member of the UN Women's Empowerment Principles, we have joined a global network of companies committed to gender equality and women's empowerment.

This year, Centene announced plans to open our new East Coast Headquarters in Charlotte, North Carolina, with the first phase of construction scheduled for completion in the second half of 2022. The new campus will be designed in line with the U.S. Green Building Council's certification program for commercial buildings, and we've placed our campus environmental and sustainability strategy as a top priority, including plans to reduce material consumption, conserve water, and recycle waste.

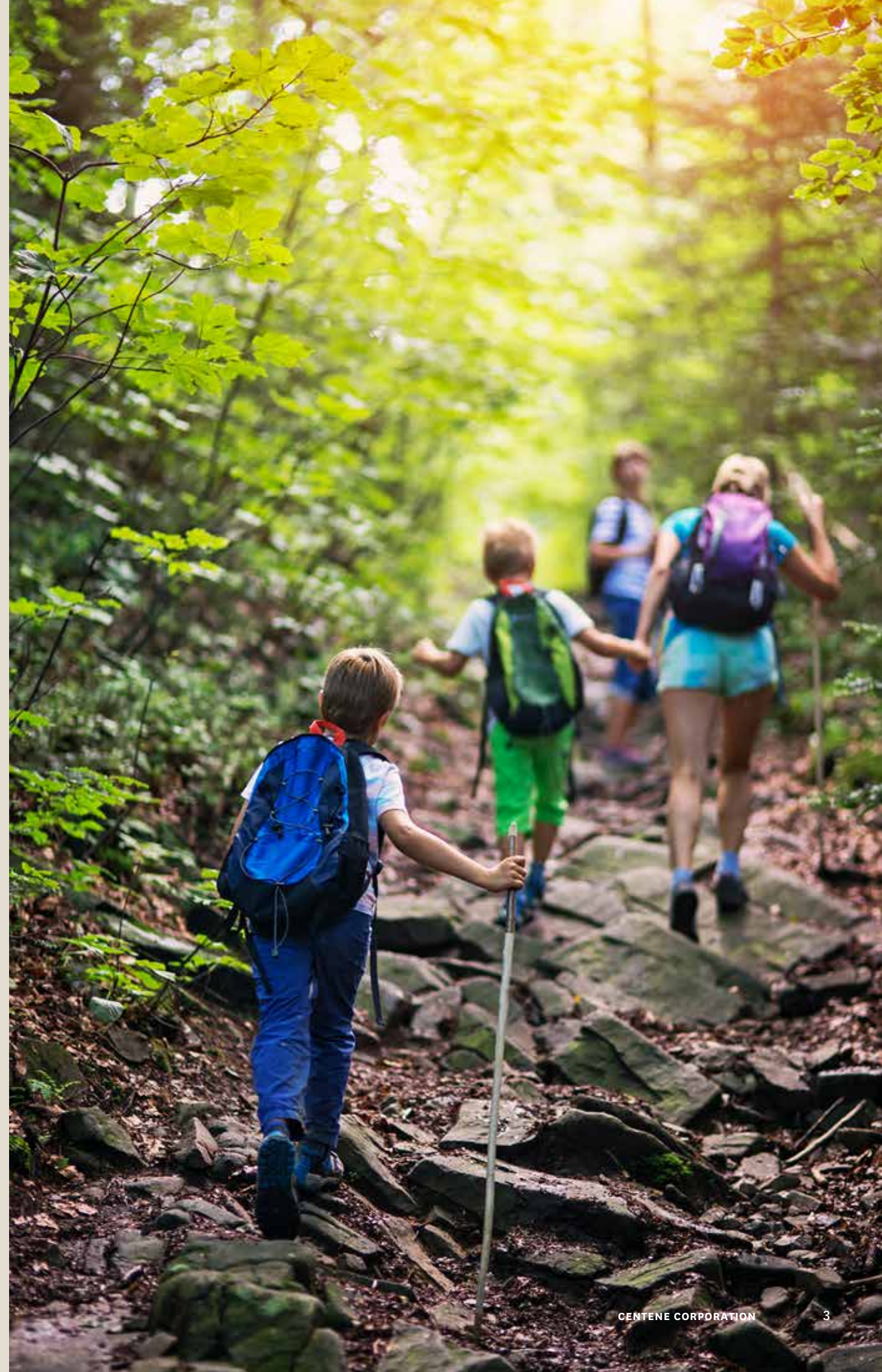
We celebrate the diverse ideas and backgrounds that our employees bring to the workplace and value their contributions. Most importantly, we appreciate the employees who have voluntarily joined one of Centene's five Employee Inclusion Groups to share their diverse perspectives.

Centene remains steadfast in following our code of conduct, corporate governance structure, commitment to compliance, and responsible data and information management. We are deeply dedicated to a broad group of members, community health partners, providers, and investors, as well as the communities we serve.



**MICHAEL F. NEIDORFF**

Chairman, President, & Chief Executive Officer





# Environmental, Social, Health, and Governance Oversight

Throughout Centene’s three decades of delivering high-quality health services to at-risk populations, we have never lost sight of the principles upon which our company was founded, including those that shape our focus on the environment, the health and social well-being of the communities we serve, and our culture of ethics and sound corporate governance.

In early 2020, we completed a materiality\* assessment to prioritize Centene’s Environmental Social, Health, and Governance (ESHG) topics, taking care to align our approach with Centene’s business strategy and long-term planning. Our ESHG Strategic Framework expresses Centene’s commitments to Protect Our Planet, Serve Our Communities, Cultivate Healthier Lives, and Live Our Values while identifying 16 key business areas essential to our success.

## Cultivating Healthier Lives

- Healthcare Quality
- Healthcare Affordability
- Healthcare Access
- Research and Development
- Public Policy

## Serving Our Communities

- Community Outreach
- Community Investment
- Employee Partnership and Development
- Volunteerism
- Diversity and Inclusion
- Employee Health and Well-being

## Protecting Our Planet

- Environmental Impact on Health
- Environmental Sustainability

## Living Our Values

- Ethics and Compliance
- Governance and Accountability
- Data Privacy and Security

## A Global Vision

As an active partner with the World Economic Forum and the United Nations, we recognize that participation in global initiatives is critical to our business goals and objectives. Centene’s subsidiaries in the U.K., Spain, and Slovakia continue to expand our international presence. In 2020, Centene became a founding signatory to the Ethical Principles in Health Care (EPIHC), a collaborative effort between the International Finance Corporation and the World Bank to develop a set of principles to promote ethical conduct and to support ethical standards for healthcare delivery. Centene also supports the UN Global Compact at the Participant Level and we are a signatory to the UN Women’s Empowerment Principals.



## UNITED NATION SUSTAINABLE DEVELOPMENT GOALS



In 2016, the United Nations presented a set of Sustainability Development Goals (SDGs) that exemplify a shared global vision to transform the world by ending poverty, rescuing the planet, and building a perfect world. These goals closely align with Centene’s purpose and serve as a cornerstone of our ESHG strategic framework.

## ESHG Leadership

Through its Environmental and Social Responsibility Committee, the Centene Board of Directors provides strategic oversight into how the company addresses ESHG matters. The committee is chaired by James Dallas with Orlando Ayala, Richard Gephardt, Lori Robinson, and Tommy Thompson serving as committee members.



James Dallas



Orlando Ayala



Richard Gephardt



Lori Robinson



Tommy Thompson

Centene’s Chairman, President, and CEO, Michael F. Neidorff, established an internal work group composed of executive representatives from key business units. The work group is responsible for advancing our ESHG strategy across the enterprise as well as recommending enhancements to Centene’s ESHG capabilities. The represented business units are below.

- Business Operations
- Communications
- Community Outreach
- Compliance
- Corporate Strategy
- Finance

- Government Affairs
- Health Plan Subsidiaries
- Human Resources
- Internal Audit
- Investor Relations
- Legal

- Medical Management
- Population Health
- Public Affairs
- Risk Management

\*The use of the term “materiality” in this report should not be construed as a statement by Centene that the item is material for purposes of U.S. securities laws.

# Leading the way in shaping a better world of healthcare.

## Cultivating Healthier Lives

As the leader in government-sponsored healthcare programs, Centene is an established voice on global and national health policy. With more than 35 years of providing access to the highest quality of healthcare, we are able to connect diverse viewpoints within the company with data-driven analysis to deliver informed policy positions that benefit our members as well as our internal and external stakeholders.

Likewise, we are a company that is continuously reinventing how our members get — and stay — healthy. Through innovative ideas and programs, combined with cutting-edge technology, we continue to enhance access and quality of care while adhering to our core beliefs and guiding principles.

### **Removing Barriers to Care**

In line with Centene's history of and steadfast commitment to removing barriers to healthcare, our Provider Accessibility Initiative (PAI) was launched in 2017. Designed in collaboration with Centene's National Disability Advisory Council and the National Council on Independent Living, PAI assists those living with disabilities in accessing healthcare providers and services. The program's ultimate aim is to transition healthcare delivery into a fully accessible system for people with disabilities.

*The program received the 2019 Health Equity Award by the Centers for Medicare & Medicaid Services.*







.....  
SINCE LAUNCHING IN 2014, OVER  
**131,000**

REFERRALS HAVE BEEN MADE TO  
COMMUNITY-BASED ORGANIZATIONS  
THAT ADDRESS NEEDS AROUND  
FOOD, HOUSING, TRANSPORTATION  
AND MORE.

.....  
*Centene's Community Connections  
Help Line (CCHL) offers members,  
nonmembers, caregivers, and  
providers support in removing  
social barriers by connecting them  
to national and local resources.*

*In 2020, the CCHL screened  
roughly 15,000 unique members  
for nonmedical needs in multiple  
SDOH categories, reaching  
beyond the member's primary  
need.*  
.....



## Person-Centered Care

As part of our commitment to improving our members' lives, we have employed various ways to address the spectrum of social determinants of health (SDOH): the environmental, economic, and social barriers that often make it more difficult to be healthy. Centene understands that health is, in part, driven by the conditions in which we are born, grow, live, work, and age. Our efforts to address the social determinants of health include interventions that improve outcomes for people facing barriers and limited resources, such as quality food, housing, transportation, and employment.

## Accessible Care

Supported by new technology, Centene is consistently increasing the ways healthcare can be delivered. Telehealth, also known as virtual medicine or virtual health, helps ease the barriers of travel time, appointment scheduling, and overcrowded emergency departments. The COVID-19 pandemic has further strengthened our belief that telehealth will significantly improve access to healthcare for our most vulnerable populations. Regardless of physical location and scheduling constraints, members are able to contact board-certified physicians or behavioral health providers. For individuals living in rural areas where specialty care options can be limited, telehealth means healthcare is only a click away.

Centene recently created a **Medicaid Telehealth Partnership** with the National Association of Community Health Centers (NACHC) to help Federally Qualified Health Centers (FQHCs) provide telehealth solutions in the midst of the COVID-19 pandemic. Centene is dedicating \$5 million to purchase equipment, training, and technical assistance as part of the partnership.





## COVID-19

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*Centene's COVID-19 relief efforts share a common goal: to reduce the hardships of the pandemic on vulnerable and underserved communities while increasing access to healthcare.*

*Centene subsidiaries operate hospitals in Spain, including Madrid, the epicenter of the Spanish outbreak. In early 2020, the facility in Madrid prepared for patients by increasing its general admission capacity by 60%, and more than doubling intensive care beds for patients. Additionally, the hospital implemented a predictive model to improve patient treatment and outcomes.*

*Clinical staff, photographed here, were temporarily transferred to Madrid from other regions in Spain to ensure additional doctors and nurses were on hand to care for the increased number of patients.*



**Centene's U.K. subsidiary Operose Health quickly transitioned primary care appointments from in person to telehealth. Ninety-five percent of 30,000 appointments at Operose Health facilities were conducted remotely in March 2020.**

As the global pandemic spread, our domestic and international clinical teams quickly and efficiently identified critical resources to ensure continuity of care for our members. Additionally, Centene leaders worked to address the unique needs of the vulnerable communities we serve and the emerging challenges facing frontline healthcare professionals.

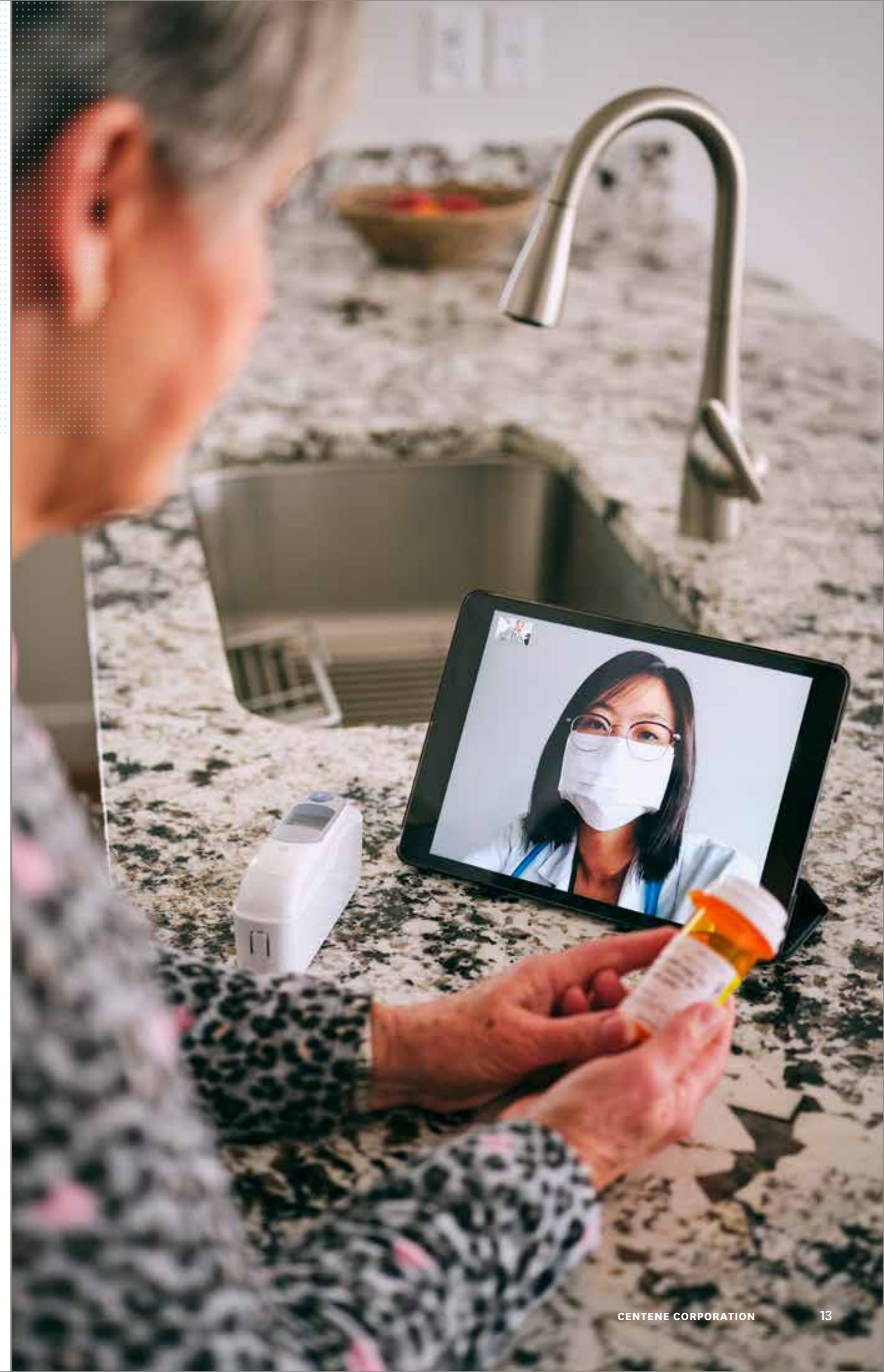
While the effects of COVID-19 continue to be better understood, current data suggests certain populations are more vulnerable to the novel coronavirus than others. According to a recent study from APM Research Lab, African Americans are dying from the virus at nearly three times the rate of white Americans. In 42 states and Washington D.C., Hispanics/Latinos make up a greater share of confirmed COVID-19 cases than their share of the population. Early data also indicates dramatically higher rates of infection and death among Native Americans.

Centene and the National Minority Quality Forum (NMQF), an independent research and educational organization, partnered on the "Minority and Rural Health Coronavirus Study (MRCS)" to assess the impact of COVID-19 on racial minorities and underserved communities across the country.

## Together in Health

Centene's Communities Together in Health initiative engages key healthcare stakeholders — including members, providers, community leaders, nonprofit organizations, tribal governments, and government officials — to help address disparities in the healthcare system while recommending evidence-based solutions and policies to further address health disparities across the country.

Centene convened a diverse group of medical, nonprofit, and community leaders to form the Centene Health Disparities Task Force. The Task Force meets on a regular basis to provide advice and recommendations to Centene throughout the COVID-19 pandemic and beyond.





*While our work in response to the pandemic is ongoing, we are proud of the new and enhanced initiatives that we have put in place.*

- :: Centene and its health plans waived COVID-19-related prior authorizations and member cost sharing for related screening, testing, and treatment for all Medicare, Medicaid, and Marketplace members.
- :: Introduced a paid leave program, providing up to three months paid leave for Centene clinical staff volunteering with a medical reserve force.
- :: Centene's state-based health plans distributed **\$1.8 million** to 200 local organizations fighting hunger.
- :: Donated **65,000** gift cards for individuals and families to purchase essential items.
- :: Employees donated **439** units of blood, saving an estimated **1,300** lives, according to the American Red Cross.
- :: Centene was ranked No. 14 out of the 100 largest employers for our response to the COVID-19 pandemic by Forbes magazine.
- :: Named to 2020 Change the World list by FORTUNE magazine.
- :: Featured in the World Economic Forum's "Workforce Best Practices Report" for our COVID-19 response.

**90%**

*Transitioned 90% of our workforce to remote work.*

**\$18 million**

*Committed more than \$18 million to enhance telehealth solutions for Federally Qualified Health Centers, and other clinical and behavioral health providers.*

**6.7 million**

*Pieces of PPE sourced and distributed to our safety net partners in 30 states and Washington, D.C.*





## Serving Our Communities

**Centene, its health plans, and its subsidiaries have long been leaders in transforming the health of our members and the communities where they live. We believe in local partnerships and value the innovative programs and services that they provide for underserved and at-risk populations.**

### Partners

We value partnerships that align with Centene's commitment to removing barriers to health. In collaboration with Feeding America, we have developed a number of initiatives designed to identify the most effective ways to help people in at-risk communities access nutritious meals:

**Collaboration on national policies that improve food insecurity.**

**Development of medically tailored food boxes.**

**Employee volunteer opportunities at local food banks.**

For people already struggling to access nutritious food, the COVID-19 pandemic caused additional hardships. The pandemic has resulted in an increased number of families and individuals turning to local food banks for assistance. During this unprecedented time, Centene and our employees worked with Feeding America® to help feed our neighbors.

### Community Partners

ASSOCIATION OF CLINICIANS FOR  
UNDERSERVED POPULATIONS  
BEYOND DIFFERENCES  
BIG BROTHERS BIG SISTERS OF AMERICA  
BOYS AND GIRLS CLUB  
CHICAGO PUBLIC LIBRARY FOUNDATION  
FIRST CHOICE COMMUNITY  
HEALTHCARE, INC.  
FRIENDS OF THE POOR  
HEALTHWORKS! KIDS' MUSEUM  
HEARTLAND FOR CHILDREN  
HISPANIC COUNSELING CENTER

KIPP FOUNDATION  
NATIONAL DANCE INSTITUTE OF  
NEW MEXICO  
NATIONAL MINORITY QUALITY FORUM  
PROJECT LINK  
RANKEN JORDAN PEDIATRIC  
BRIDGE HOSPITAL  
PRO FOOTBALL HALL OF FAME  
TRAGEDY ASSISTANCE PROGRAM  
FOR SURVIVORS  
WOMEN'S EMPOWERMENT  
YWCA USA

### Centene's Employees

# 80,000

*Meals secured and delivered through Centene employee donations collected for a virtual Feeding America® food drive.*

# 260

*In-person volunteer hours logged at local food banks at the height of the quarantine when assistance was needed in the spring and summer of 2020.*



**FEEDING  
AMERICA®**

Centene has committed to providing one million meals to families across the U.S., every month, for 12 months.





## Caring for Children

Nuestros Niños, from the Healthy Americas Foundation, provides community-based resources designed to nurture wellness in the bodies, minds, and spirits of parents and children in Hispanic communities across the U.S. In partnership, Centene and Nuestros Niños provide children with a foundation to help them grow smarter, stronger, and kinder.

**150K**

Provided families with 150,000 bilingual health-focused toolkits and books.

**10**

Opened Comfy-Cozy safe spaces and early childhood centers in 10 U.S. cities.

**15k**

Hosted ¡Vive tu vida! Get Up! Get Moving! events in seven cities across the nation, reaching 15,000 participants.

As the COVID-19 pandemic compelled many nonprofit organizations to rethink community outreach, the Healthy Americas Foundation hosted a virtual bilingual sing-along and story time event as part of its Nuestros Niños program.



## Our People

With our state-based health plans, we build local teams, hiring from within the communities we serve. This approach contributes to the local economy while ensuring that we have staff on board who reflect the membership.

Promoting diversity and inclusion (D&I) across the enterprise has been a priority since Centene's founding. We understand that the diverse perspectives and experiences of our employees help shape a more equal, fair, and just society for all. To bolster our inclusive culture, we cultivate company-wide Employee Inclusion Groups (EIGs). Open to all full-time employees, EIGs are voluntary, employee-led groups that drive impact by promoting the attraction, development, and retention of the best talent at all levels.

We established Centene University as an investment in enhancing and developing our employees' capabilities. The innovative learning platform is an extension of our commitment to employee development and continuous learning. Available to employees across the enterprise, Centene University offers a variety of programs and resources on topics such as leadership, operations, diversity and inclusion, technology, mentoring, and career development.

Centene empowers each employee to lead from where they are. Whether employees access leadership training through Centene University's virtual learning series and suite of resources program, or apply to tailored programs through the St. Louis Business Diversity Initiative or the Hispanic Leadership Institute, we recognize the importance of investing in leaders at all levels.

***Centene is a purpose-driven company, and our employees make decisions grounded in our purpose of transforming the health of the community, one person at a time. As people helping people, it has been the talent, focus, and determination of over 70,000 employees that drives our success.***

**Centene's commitment to transforming healthcare is not only reflected in the services we provide, but also in how we treat one another inside and outside of the organization.**





Our People



Women



Supervisory positions held by women



Identify as people of color



Supervisory positions identify as people of color

As of 6/30/2020, figures do not reflect international subsidiaries

- .....  
:: More than **92%** of Centene employees responded to the 2020 Shaping Centene Employee Engagement Survey.
- :: **88%** of employees reported strong engagement which surpasses the 75th percentile of Fortune 100 benchmark companies.
- :: Employees are strongly aligned with Centene’s strategy, with **96%** understanding our mission and **92%** understanding our objectives.  
.....

Providing our members with high-quality, culturally sensitive healthcare is a priority at Centene. Therefore, the diverse experiences and voices of our employees are critical to the success of our programs and services.

Valuing Diversity

As conversations on race and social justice resonated across the U.S. throughout 2020, our commitment to diversity is as strong as ever.

Just weeks after the nation witnessed the death of George Floyd while in the custody of Minneapolis police, Centene leaders hosted a “Real Talk: Day of Dialogue” that started with a Fireside Chat where employees heard from Centene Chairman, President and CEO Michael Neidorff, James Dallas, a member of the Centene Board of Directors and St. Louis Urban League President, Michael McMillan, and other leaders. As a follow up, we launched a company-wide series of “Courageous Conversations”, smaller employee group discussions on racism and social justice. Additionally, over 5,000 supervisors and managers participated in our Unconscious Bias training delivered by our Diversity & Inclusion Office as part of our exclusive Centene University learning platform. We will continue to honor this commitment by nurturing a workplace that supports and empowers all employees to be heard, respected and appreciated.



Employee Health and Safety

The health and safety of our employees is our uncompromising concern, and when COVID-19 presented an extraordinary threat to the health of Centene’s workforce, we equipped 90% of our employees with remote working capabilities. We immediately evaluated our offices and facilities to identify the best ways to employ safety measures going forward. Centene employees and people leaders came together to exchange best practices for caretaking during the pandemic, including our fireside chat on parenting.

In the face of the unprecedented health event that the pandemic presented, our employees never lost sight of our goal to deliver the best possible care for our members. Across the enterprise, our workforce adjusted to the “new normal” while upholding the continuity of care for those we serve.

Beyond pandemic-related support, Centene’s dedicated employee wellness program, Healthy Pathways, offers health risk assessments, individual coaching, and online programs tailored for stress reduction, nicotine cessation, and living an active lifestyle, among many others.



## Protecting Our Planet

*At Centene, we believe the health of our planet is essential to the well-being of our members, employees, and the communities we serve.*

We are committed to being good stewards of the earth by making investments today that will deliver health benefits for years to come.

While climate change impacts everyone, its results are often more dangerous for those who are disproportionately vulnerable due to poor health and limited access to fresh food, reliable transportation, and safe housing.

Life-threatening weather events have the potential to displace thousands, and poor air quality negatively affects individuals with respiratory diseases such as asthma.

Transformational change led by businesses, government agencies, and communities will reduce environmental health risks and create a resilient and livable future for all.



### *Tampa Bay Beach Cleanup*

*In partnership with Keep America Beautiful®, Centene/Wellcare employees pitch in to help clean up portions of the public beach along the Courtney Campbell Causeway in Tampa Bay, Florida.*



## Where We Work

From the energy-efficient buildings that house our operations to our enterprise-wide recycling initiatives, Centene cares about protecting our environment.

### St. Louis, MO

The campus of Centene's global headquarters in St. Louis, Missouri, features two LEED Gold Certified buildings with more than 36,000 square feet of vegetated roof and over 3,000 square feet of native plantings.

The rooftop green space reduces storm water runoff while decreasing energy consumption and reducing the heat island effect.



### Sacramento, CA

Centene's 68-acre campus in the North Natomas region of Sacramento, California, will be LEED Silver Certified when it opens in 2021. The state-of-the-art campus will feature Fitwel® offerings such as on-site fitness centers, yoga and spinning rooms, a campus courtyard, and nature paths. The campus also features on-site electric vehicle charging stations. An employee Transportation Services Management Plan will promote commuter options that reduce drive-alone travel and provide user-friendly access to alternative transportation modes such as bicycles.

### Charlotte, NC

Centene has announced plans for a new East Coast headquarters in Charlotte, North Carolina. Construction of the facility will occur in multiple phases with completion of the first phase scheduled for 2022 and the second phase of construction beginning in 2024. The new campus follows the WELL building standard, complementing its sustainability-driven designations, by focusing on the health and wellness of its occupants in addition to the environment. The program highlights indoor air and water quality, healthy nourishment options, exposure to natural light, promotion of physical activity and active living, improved ventilation system design and control, and other environmentally friendly and health friendly practices.



# Living Our Values

## Governance and Accountability

Centene believes that good corporate governance is important to ensure we are able to create and sustain long-term value for our stakeholders. Our structure, policies, and procedures demonstrate the Board’s commitment to effective governance and accountability.

**Centene’s 2020 Annual Proxy Statement can be accessed here:**  
<https://investors.centene.com/static-files/227927do-e5b8-427d-8625-52a36147dc67>

## Ethics and Compliance

Centene’s Ethics and Compliance program guides employees when conducting the business affairs of the organization, and stresses the tenet that “Compliance Is Everyone’s Responsibility.” We believe that each and every one of our employees is integral to maintaining the company’s reputation, and Centene holds staff accountable to always take personal responsibility for choosing what is right.

We’re proud of the honorable reputation and exceptional culture we have built through the hard work and integrity of our employees. Our commitment to upholding this reputation and acting with the highest values and principles will never wane.

**For more information, please see Centene’s Business Ethics and Code of Conduct.**  
<https://investors.centene.com/corporate-governance/highlights>

## Data Privacy and Security

Centene’s purpose of transforming the health of the community, one person at a time, requires us to maintain our members’ trust. This trust includes leveraging information security practices to maintain the privacy of member data. Our privacy policies govern the collection and use of member data and describe the measures we take to protect information and how members may initiate inquiries and raise concerns regarding the collection, sharing, and use of their personal data. We have established procedures for responding to data incidents, including when and how to engage with internal management, stakeholders, and law enforcement.

A number of regulations govern the access and exchange of personal data, such as the Health Insurance Portability and Accountability Act (HIPAA) in the U.S. and the General Data Protection Regulation (GDPR) in the European Union. Centene is committed to complying with these and all other relevant data privacy laws and regulations to ensure we appropriately safeguard confidential information.

# Board of Directors



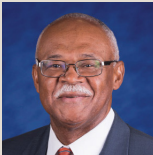
42%  
of Centene’s Board of Directors self-identify as female or a person of color.

Back row:  
Frederick H. Eppinger  
David L. Steward  
John R. Roberts  
Lori J. Robinson  
Tommy G. Thompson

Front row:  
Orlando Ayala  
Jessica L. Blume  
Michael F. Neidorff  
Richard A. Gephardt  
Robert K. Ditmore



William Trubeck



James Dallas

Following the successful acquisition of WellCare, Centene is pleased to add new members William Trubeck and James Dallas to our Board of Directors.

**Michael F. Neidorff**  
Chairman, President, and Chief Executive Officer; Centene Corporation

**Orlando Ayala**  
Retired Chairman and Corporate Vice President of Emerging Businesses for Microsoft Corporation; **Member, Environmental and Social Responsibility Committee**

**Jessica L. Blume**  
Retired Vice Chairman of Deloitte LLP

**James Dallas**  
Retired Senior Vice President and Chief Information Officer of Medtronic; **Chair, Environmental and Social Responsibility Committee**

**Robert K. Ditmore**  
Retired Director, President, and Chief Operating Officer of United Healthcare Corporation

**Frederick H. Eppinger**  
Retired Director, President, and Chief Executive Officer of The Hanover Insurance Group, Inc.

**Richard A. Gephardt**  
Chief Executive Officer and President of Gephardt Group, LLC; Former Majority Leader of the U.S. House of Representatives; **Member, Environmental and Social Responsibility Committee**

**John R. Roberts**  
Retired Regional Managing Partner, Arthur Andersen LLP

**Lori J. Robinson**  
Retired United States Air Force General; **Member, Environmental and Social Responsibility Committee**

**David L. Steward**  
Founder and Chairman of World Wide Technology, Inc.

**Tommy G. Thompson**  
Chairman and Chief Executive Officer of Thompson Holdings; Retired Partner of Akin Gump Strauss Hauer & Feld LLP; Former Governor of the State of Wisconsin; Former Health and Human Services Secretary; **Member, Environmental and Social Responsibility Committee**

**William Trubeck**  
Retired Chief Financial Officer, Director, and Executive Vice President of YRC Worldwide; Retired Executive Vice President and Chief Financial Officer of H&R Block



# About Centene

Through Centene’s innovative whole-health solutions and strategic partnerships, we continue to lead the way as the premier government-sponsored healthcare enterprise — transforming the standard for how communities are served.



Serving 1 in 15 individuals across the U.S.

400 Products/Market Solutions  
The largest Medicaid managed care organization in the nation

3 International Markets  
25.2 Million Managed Care Members  
As of September 30, 2020

70,000+ EMPLOYEES

#1 carrier in the nation on Health Insurance Marketplace

Forbes 2020 GLOBAL 2000  
Ranked #285 on the 2020 Forbes Global 2000: World’s Largest Public Companies list.  
Established in 2003, the list ranks the top 2,000 public companies in the world based on four metrics: sales, profit, assets, and market value.

FORTUNE 500 2020  
Ranked #42 on FORTUNE® 500 list of largest U.S. corporations by revenue, up from No. 51 in 2019.  
Since first entering the list in 2010, Centene has climbed 444 spots.

FORTUNE WORLD’S MOST ADMIRABLE COMPANIES  
For the second consecutive year, including ranking No. 2 in the Insurance and Managed Care industry category.  
Senior executives, directors, and analysts rated enterprises within their own industries and evaluated them on nine criteria, from investment value and quality of management and products to social responsibly and ability to attract talent.

FORTUNE CHANGE THE WORLD 2020  
Centene was named to the 2020 FORTUNE Change the World list of global companies recognized for innovative business strategies that positively impact the world.  
The 2020 recognition, marking the third time Centene has been selected for the list over the last four years, spotlights how Centene reduced the hardships of the COVID-19 pandemic for underserved communities while increasing access to healthcare for our more than 25 million members.

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## CAUTIONARY STATEMENT ON FORWARD-LOOKING STATEMENTS

All statements, other than statements of current or historical fact, contained in this report or incorporated by reference herein are forward-looking statements. Without limiting the foregoing, forward-looking statements often use words such as “believe,” “anticipate,” “plan,” “expect,” “estimate,” “intend,” “seek,” “target,” “goal,” “may,” “will,” “would,” “could,” “should,” “can,” “continue,” and other similar words or expressions (and the negative thereof). Centene (the Company, our, or we) intends such forward-looking statements to be covered by the safe-harbor provisions for forward-looking statements contained in the Private Securities Litigation Reform Act of 1995, and we are including this statement for purposes of complying with these safe-harbor provisions. In particular, these statements include, without limitation, statements about our future operating or financial performance, market opportunity, growth strategy, competition, expected activities in completed and future acquisitions, including statements about the impact of our recently completed acquisition (the WellCare Acquisition) of WellCare Health Plans, Inc. (WellCare), other recent and future acquisitions, investments, and the adequacy of our available cash resources. These forward-looking statements reflect our current views with respect to future events and are based on numerous assumptions and assessments made by us in light of our experience and perception of historical trends, current conditions, business strategies, operating environments, future developments, and other factors we believe appropriate. By their nature, forward-looking statements involve known and unknown risks and uncertainties and are subject to change because they relate to events and depend on circumstances that will occur in the future, including economic, regulatory, competitive, and other factors that may cause our or our industry’s actual results, levels of activity, performance, or achievements to be materially different from any future results, levels of activity, performance, or achievements expressed or implied by these forward-looking statements. These statements are not guarantees of future performance and are subject to risks, uncertainties, and assumptions. All forward-looking statements included in this press release are based on information available to us on the date hereof. Except as may be otherwise required by law, we undertake no obligation to update or revise the forward-looking statements included in this press release, whether as a result of new information, future events, or otherwise, after the date hereof. You should not place undue reliance on any forward-looking statements, as actual results may differ materially from projections, estimates, or other forward-looking statements due to a variety of important factors, variables, and events including but not limited to: the impact of COVID-19 on global markets, economic conditions, the healthcare industry and our results of operations, which is unknown, and the response by governments and other third parties; integration of the WellCare Acquisition; our ability to accurately predict and effectively manage health benefits and other operating expenses and reserves, including fluctuations in medical utilization rates due to the impact of COVID-19; the possibility that the expected synergies and value creation from the WellCare Acquisition will not be realized, or will not be realized within the expected time period; the risk that unexpected costs will be incurred in connection with the integration of the WellCare Acquisition or that the integration of WellCare will be more difficult or time consuming than expected; unexpected costs, charges, or expenses resulting from the WellCare Acquisition; the inability to retain key personnel; disruption from the integration of the WellCare Acquisition, including potential adverse reactions or changes to business relationships with customers, employees, suppliers, or regulators, making it more difficult to maintain business and operational relationships; the risk that we may not be able to effectively manage our expanded operations; competition; membership and revenue declines or unexpected trends; changes in healthcare practices, new technologies, and advances in medicine; increased healthcare costs; changes in economic, political, or market conditions; changes in federal or state laws or regulations, including changes with respect to income tax reform or government healthcare programs as well as changes with respect to the Patient Protection and Affordable Care Act (ACA) and the Health Care and Education Affordability Reconciliation Act, collectively referred to as the ACA and any regulations enacted thereunder that may result from changing political conditions or judicial actions, including the ultimate outcome in “Texas v. United States of America” regarding the constitutionality of the ACA; rate cuts or other payment reductions or delays by governmental payors and other risks and uncertainties affecting our government businesses; our ability to adequately price products on the Health Insurance Marketplaces and other commercial and Medicare products; tax matters; disasters or major epidemics; the outcome of legal and regulatory proceedings; changes in expected contract start dates; provider, state, federal, foreign, and other contract changes and timing of regulatory approval of contracts; the expiration, suspension, or termination of our contracts with federal or state governments (including but not limited to Medicaid, Medicare, TRICARE, or other customers); the difficulty of predicting the timing or outcome of pending or future litigation or government investigations; challenges to our contract awards; cyber-attacks or other privacy or data security incidents; the possibility that the expected synergies and value creation from acquired businesses, including businesses we may acquire in the future, will not be realized, or will not be realized within the expected time period; the exertion of management’s time and our resources, and other expenses incurred and business changes required in connection with complying with the undertakings in connection with any regulatory, governmental, or third-party consents or approvals for acquisitions; disruption caused by significant completed and pending acquisitions, including, among others, the WellCare Acquisition, making it more difficult to maintain business and operational relationships; the risk that unexpected costs will be incurred in connection with the completion and/or integration of acquisition transactions; changes in expected closing dates, estimated purchase price and accretion for acquisitions; the risk that acquired businesses will not be integrated successfully; restrictions and limitations in connection with our indebtedness; our ability to maintain or achieve improvement in the Centers for Medicare and Medicaid Services (CMS) Star ratings and maintain or achieve improvement in other quality scores in each case that can impact revenue and future growth; availability of debt and equity financing, on terms that are favorable to us; inflation; foreign currency fluctuations and risks and uncertainties discussed in the reports that Centene has filed with the Securities and Exchange Commission. This list of important factors is not intended to be exhaustive. We discuss certain of these matters more fully, as well as certain other factors that may affect our business operations, financial condition, and results of operations, in our filings with the Securities and Exchange Commission (SEC), including our annual report on Form 10-K, quarterly reports on Form 10-Q, and current reports on Form 8-K. Due to these important factors and risks, we cannot give assurances with respect to our future performance, including without limitation our ability to maintain adequate premium levels or our ability to control our future medical and selling, general, and administrative costs.





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