



Blue Shield of California is a tax-paying, nonprofit health plan. Our mission is to ensure all Californians have access to high-quality health care at a sustainably affordable price.

We are transforming health care in a way that truly serves our nonprofit mission by lowering costs, improving quality, and enhancing the member and physician experience. We are committed to addressing health disparities and integrating health equity in all we do.



**1939**  
FOUNDED IN  
SAN FRANCISCO



**22**  
LOCATIONS AROUND THE STATE  
HEADQUARTERED IN OAKLAND



**4.5**  
MILLION  
MEMBERS



**7,500**  
DILIGENT  
EMPLOYEES



**\$21+**  
BILLION  
ANNUAL  
REVENUE



**\$120**  
MILLION  
INVESTED IN COMMUNITIES  
OVER THE LAST 3 YEARS  
THROUGH OUR FOUNDATION



## OUR MEMBERS COME FIRST

We offer products that fit our members' needs at every age in every zip code in California.

- Blue Shield of California and its affiliates provide **health, dental, vision**, Medicaid and Medicare healthcare service plans in California.
- Our **high-quality provider network** includes access to California's most reputable hospitals and physicians / provider groups.
- We're backed by the **depth and power** of the national **Blue network**. One in every three Americans holds a Blue card, ensuring members have coverage across the nation.

## OPERATING RESPONSIBLY

We operate with integrity while responsibly stewarding our company's financial resources.

- Of the company's **\$21.8 billion** in revenue from premiums in 2020, 82.5% was spent on medical care, totaling more than \$17.98 billion in claims paid to healthcare facilities and providers.
- Blue Shield paid a total of **\$893 million** in income taxes, ACA taxes, premium taxes, and other fees.
- Over the last three years, we invested **\$120 million** in California communities through the Blue Shield Foundation.
- We achieved **Carbon Neutral Certification** in 2020. Sustainability goals include being carbon negative by 2023, zero-waste operations by 2025, and moving our industry toward climate-smart healthcare solutions.





## STEPPING UP DURING THE PANDEMIC

We put our values of being human, honest and courageous first. Among the initiatives we have undertaken:

- Provided **\$50 million** in premium relief for customers to help ease financial burdens.
- Played **a leadership role** in Governor Newsom's Testing Task Force and Vaccine Task Force.
- Offered **\$200 million** to healthcare providers — through financing guarantees, advance payments and restructuring of contracts — to alleviate economic pressure.
- **Supported our employees** with enhanced mental health resources, childcare, and a COVID-19 leave program.
- **Contributed** to the Oakland COVID-19 Relief Fund, one of the first companies to offer support.
- Launched **Shield Cares Giving Campaign** to encourage employee charitable giving; **72% gave** time and/or money, contributing more than **\$1.4 million** (with company match).

# INVESTING IN NEXT GENERATION CARE

Health Reimagined is our ambitious effort to improve access to quality health care while making it more affordable.

## Supporting physicians

Invested in and founded Altai, which empowers doctors to focus on connecting with and treating patients.

## Real-time claims

Launched a pilot that enables patients to see costs at the doctor's office instead of waiting days or weeks for claims processing.

## Lowering drug costs

Established a collaboration with nonprofit Civica Rx and 17 other Blues to provide low-cost generic medications.

## Preventative health

Through our Wellvolution platform, we give members 50+ digital apps and services for improving their health.

## Manifest Medex

We support a statewide digital information exchange to allow health providers to quickly access patient medical records.

## Empowering youth

Our BlueSky signature initiative boosts mental health for youth by funding school and community programs.

# AWARDS AND RECOGNITION



Blue Shield of California is an independent member of the Blue Shield Association