



2022

WORKFORCE DIVERSITY ANNUAL REPORT



THE POWER OF WE

Each person counts at BlueCross.

Our stories show how
this commitment makes
a difference in the lives
of our employees and the
people we serve.

DIVERSITY & INCLUSION

At BlueCross, diversity and inclusion is a top business priority.



JD Hickey, M.D.

President & CEO
BlueCross BlueShield of
Tennessee

We value and respect people for who they are. This commitment supports our employees as they deliver on our mission to provide peace of mind through better health to our members. It also gives us a competitive advantage by intentionally creating a workforce that's a reflection of the individuals we serve.

We are a mature diversity and inclusion company. Guided by our leadership team and board of directors, diversity and inclusion have been a focus for more than 20 years.

We hold ourselves accountable by:

- Tying senior executive compensation to measurable diversity and inclusion goals
- Providing access to high-quality health care services that meet members' social, cultural and linguistic needs
- Hiring, developing and retaining diverse talent
- Developing cultural awareness and competence
- Fostering diverse supplier relationships and community partnerships

Diversity – like people – is always changing. That's why we've made a long-term commitment to creating a culturally competent workplace where everyone is respected and part of the team.



Dr. Andrea Willis

SVP & Chief Medical Officer
BlueCross BlueShield of
Tennessee



@AndreaWillisMD



Take a closer look
at our Health
Equity report.

[https://tinyurl.com/
bcbsthealthequity](https://tinyurl.com/bcbsthealthequity)

At BlueCross, health equity is one of
our values.

For every person to have the opportunity to attain their highest level of health, all of us must put in the groundwork. BlueCross remains committed to doing our part by investing in our communities and working alongside providers to help ensure all Tennesseans can reach their full health potential.

We recognize that, to help address health equity, we first must understand the scope of the challenge. That’s why we developed our first-ever health equity report, which tracks 20 of the top health metrics for 2 million BlueCross members.

Within this report, we identify the social vulnerabilities and factors we see across populations that could be contributing to health disparities. Our objective is not just to create awareness, but to demonstrate our commitment to make health equity an ongoing priority.

This report aims to provide valuable insights, start conversations, and lead to decisive actions that result in lasting change.

We hope this will inspire others to join us as we work to advance health equity in our communities.

Diverse, Inclusive, and Recognized

“We’re committed to developing a workforce that is representative of our members. And, while pursuing honors is not our company’s goal, we acknowledge the positive impact our intentional diversity focus has on our employees and the service they provide to our members.”



Ron Harris

VP Corporate Workforce Diversity at BlueCross BlueShield of Tennessee



Read more about our award-winning culture.

<https://tinyurl.com/bcbst-awards>

2022 Awards

FORBES

America’s Best Employers for Diversity
Best Employers for Women
America’s Best Large Employers
Best Employer in Tennessee

DISABILITY:IN

Disability Equality Index – Earned a 100% Score

HUMAN RIGHTS CAMPAIGN

Best Places to Work for LGBTQ+ Equality – Earned a 100% Score

CHATTANOOGA AREA CHAMBER OF COMMERCE

Diversity, Inclusion and Engagement Award

CHATTANOOGA TIMES FREE PRESS

Best Health Insurance Company

MEMPHIS BUSINESS JOURNAL

Best Places to Work in Memphis

TOP WORKPLACES

The Tennessean – Nashville

LEADERSHIP IN HEALTHCARE

Top Women in PR, PR News

Dalya Qualls White

SVP & Chief Communications Officer



Our People

TOTAL EMPLOYEES

more than

6,200



89%

Remote



11%

On-site



44%

of employees are professional or technical experts

GENDER



75%

Female



25%

Male

LEADERSHIP



100%

of our CEO's direct reports have measurable diversity goals tied to their incentives

EXECUTIVE TEAM



38%

Female



38%

Ethnic
Minority

MANAGEMENT



62%

Female



20%

Ethnic
Minority



LOCATION

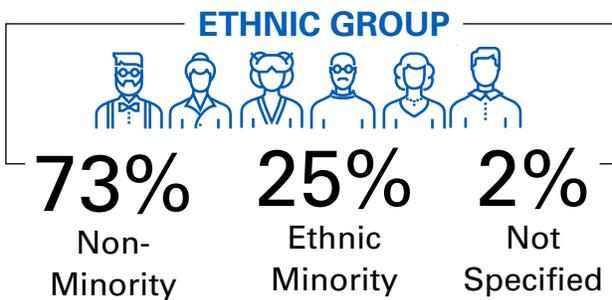
More than
4,700
employees
inside
Tennessee

More than
1,500
employees
outside
Tennessee



“We span backgrounds, cultures, religions, identities – even locations – and we celebrate our differences because they make us stronger.”

Bipin Bhosale
Application Manager



- 18%** Black or African American
- 4%** Asian
- 1%** Two or more races
- 1%** Hispanic
- <1%** Pacific Islander
- <1%** American Indian or Alaska Native

Watch our Diversity & Inclusion video to hear from our employees.
<https://tinyurl.com/bcbstdiversity>

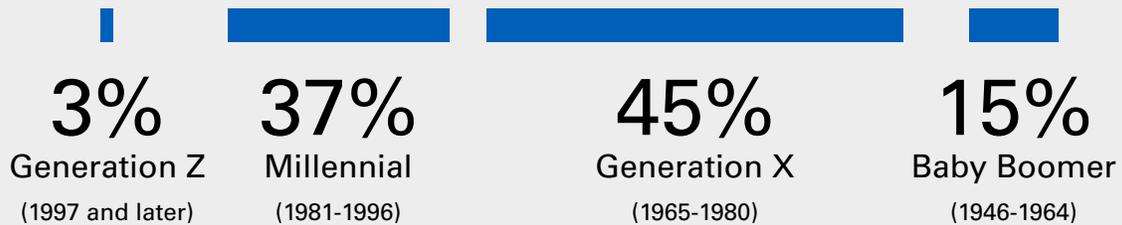




“They accept you for who you are, and that’s the kind of place where you want to work.”

Hideo Kawakami
Information Delivery Intern

GENERATIONAL DIVERSITY



Read about Hideo’s journey from international student to intern and hear from three of his peers.
<https://tinyurl.com/bcbstinterns>

“With the help of BlueCross resources, I’ve equipped myself to not just have a seat at the table, but to engage with and lead conversations to ensure BlueCross remains at the top of our game.”

Shawanna Grant,
Organizational Development Manager



We remain committed to providing development opportunities for women to ensure they can succeed at BlueCross.


62%
Females in
management
positions in 2022

Learn how Shawanna set and achieved big goals at BlueCross.
<https://tinyurl.com/bcbstcontinuinged>





“You’ll achieve your goals if you cooperate with other people and show positivity toward them. Our projects [at BlueCross] have taught us all of that, and it has changed my perspective in life.”

James Davis
2022 Project SEARCH Graduate

BlueCross supports career paths and real-world education. One of the most meaningful ways we encourage growth and development is through our support of the Project SEARCH program.

We’re the first employer headquartered in Chattanooga to employ people with intellectual and developmental disabilities through Project SEARCH.

We hire and provide internship opportunities for individuals with autism spectrum disorders in partnership with the Mosaic program.



At BlueCross,

15%

of employees and

2%

of new hires self-identify as having disabilities



Find out how the 2022 graduates found success through Project SEARCH.
<https://tinyurl.com/bcbstprojectsearch>

“Seeing individuals willing to learn more about those who identify as LGBTQ+ brings a sense of happiness and connection. Employees are encouraged to ask questions and freely voice their points of view.”

Wendell Banks, Jr.
Associate Business Analyst – Q



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Employee Resource Groups

An Employee Resource Group is a voluntary, employee-led association organized around a common dimension of diversity:

- Women’s Leadership Network
- Employee Veterans
- Generational Diversity
- Finance and Accounting
- BlueCross International Group
- BeYou @ Blue LGBTQ+
- UNIDOS Latino and Hispanic
- Valued Abilities

We offer a wide range of benefits including:

- Domestic partner health care benefits for same-gender partners
- Transgender benefits, including gender-reassignment surgery

We actively recruit and retain people who self-identify as LGBTQ+, through:

- Connecting with universities to encourage LGBTQ+ students to attend recruitment events
- Including sexual orientation and gender identity as part of our nondiscrimination policy



“To succeed with increasing thought, economic, gender and racial diversity in the long-term, BlueCross is committed to providing opportunities for those who may not have had them in the past.”

Rose Lee

VP & Chief Information Security Officer

When Rose Lee attends meetings at BlueCross, she’s not the only woman in the room. But that wasn’t always the case. She went from being the only woman in her U.S. Air Force training class to having several women in the classes she taught as an Air Force instructor.



3%

of our workforce are U.S. Armed Services Veterans



Find out why Rose believes intentionality is the key to increasing diversity in information technology, and learn how the BlueSky Tennessee Institute is providing opportunities for qualified high school graduates who want a tech career.

<https://tinyurl.com/bcbstroselee>



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Cultural Awareness Sessions Held in 2022

The company sponsors quarterly events available to all employees and designed to help us work better, together.

- Black History Month
- Native American Heritage
- Hispanic Heritage Month
- Veterans Day



“BlueCross Cultural Awareness Sessions bring us together and allow us to share our culture. Through these events, we can all continue to grow and be a part of a larger community.”

Robert Trejo

Customer Service Associate, a member of the Apache and Navajo tribes, and panelist during the Native American Cultural Awareness Event

Our Communities

The BlueCross BlueShield of Tennessee Foundation is building BlueCross Healthy Places across the state.

We have 22 projects open or under construction. BlueCross Healthy Places may include a variety of features like playgrounds, sports fields/courts, and more. Each is free and open to the public, and they're accessible to visitors of all ages and abilities, so all of our neighbors can enjoy them.

BlueCross spent more than
\$100M
with diverse suppliers in 2022

More than
150
professionals attended our
fourth Power of We Workforce
Diversity Conference



BlueCross BlueShield of Tennessee Foundation is an Independent Licensee of the Blue Cross Blue Shield Association



Take a behind-the-scenes look at the BlueCross Healthy Place at Highland Park in Chattanooga.

<https://www.bluecrosshealthyplaces.com>



**POWER
OF WE**
Scholarship

Since 2013, the BlueCross
Power of We Diversity
Scholarship Program
has awarded more than
\$345,000
to minority students
studying for careers in
health care fields.

“The Power of We Scholarship will relieve financial stress by covering a lot of my school expenses and application fees. I know I have a lot of school ahead of me to become an optometrist, but I’m ready and excited to take it on!”

Brionna Cunningham

Power of We Scholar and biology major at Middle Tennessee State University

Meet the 2022 Power of We Scholars.
<https://tinyurl.com/bcbstpowscholars>





Experience more from our 2022 annual report online.
<https://www.bcbstnews.com/ar2022/>



of Tennessee

Peace of Mind
through Better Health®

Our differences make us stronger.

In the same way that we value and respect the unique cultures of our members, we take the same approach with each other. Our employees are an essential part of our award-winning culture.



Connect with us
@BCBST | [bcbst.com](https://www.bcbst.com)

