

Humana Fact Sheet

Our Company

- Humana Inc. (NYSE: HUM), one of the nation's leading health and well-being companies, offers a wide range of health and wellness products and services that incorporate an integrated, holistic approach to lifelong well-being.
- Humana was founded in 1961 and is headquartered in Louisville, Kentucky.

Our Humana 2020 Goal

- Every community we serve will be 20 percent healthier by 2020 because we make it easy for people to achieve their best health.

Our Customers

- Humana serves a broad range of individuals, including families, military members, individuals, people with Medicare and others who are taking control of their health and well-being using products and services offered by Humana.

Our Services

- Humana's strategy integrates care delivery, the member experience, and clinical and consumer insights to encourage engagement, behavior change and wellness for the millions of people we serve across the country.
- The engine of this strategy is our integrated care delivery model, which uses sophisticated data analytics to provide effective, seamless, personalized care with high member engagement.
- At the center of our model is the primary care provider, who delivers coordinated care that is consistent, cost-effective and member-focused.

Our Associates

- Humana's associates are dedicated to a single dream: helping people achieve lifelong well-being.
- From doctors and nurses to care managers and customer service representatives, Humana associates are focused on strengthening their understanding of our members' unique health care needs.

Our Values

- Our goal of helping people achieve lifelong well-being is reflected in the values that guide us in our work:
 - Inspire Health
 - Cultivate Uniqueness
 - Rethink Routine
 - Pioneer Simplicity
 - Thrive Together