

You deserve to live your best health

TO OUR LOUISIANA NEIGHBORS,

We at Humana are proud to have been selected to serve the state's Medicaid recipients through the Healthy Louisiana Medicaid program. We wanted to take a moment to share with you what we're doing to help our members have more and more Healthy Days and to lead happier lives.

We're deeply rooted in Louisiana

To have been a health partner for 30 years—now in all parishes and with Louisiana's largest Medicare membership—is not at all where we stop. We also give back, beyond care, providing grants and other financial aid to Louisiana nonprofits through the Humana Foundation. This includes working directly on the ground with more than 50 businesses, nonprofits and educators as part of our collaborative efforts to improve the health of the communities we serve. We are addressing social needs on a local level, making a meaningful difference.

We're making communities stronger

We currently work with thousands of primary care and specialty healthcare providers, partnering with them to offer access to high-quality, affordable care. Our highest rated Medicare plan in Louisiana, for instance, has a 4 out of 5 CMS Star Rating in 2019. To serve Medicaid recipients, we are going to hire Louisiana-based nurses, community health workers, clinicians and customer service specialists. Our workforce in the state will grow to more than 1,000 employees in order to best serve the diverse needs of Louisiana.

We're putting proof into the care we provide

We are now No. 1 in: member satisfaction among healthcare insurers from *Newsweek*; customer satisfaction for mail-order pharmacies from *J.D. Power*; and customer experience for health plans from the *Forrester Customer Experience Index*. Also, our member retention for Medicare Advantage plans in Louisiana has averaged 95% over the last three years. And as we prepare to serve the Medicaid needs of Louisiana, we think it's important to let you know that we have significant experience serving Medicaid recipients in multiple other states.

Our Humana team is made up of more than 40,000 people who care deeply about being active in their communities. Our purpose is simple: it's caring for your healthcare needs. I'm personally excited about the opportunity ahead of us, especially given my family's roots in Louisiana. And my co-workers at Humana are honored to be here, as well. Our job now is to help you have more Healthy Days and lead even healthier lives.

Sincerely,



Bruce Broussard
CEO, Humana



Humana Pharmacy received the highest score among mail order pharmacies in the J.D. Power 2018-2019 U.S. Pharmacy Studies of customers' satisfaction with their pharmacy. Visit [jdpower.com/awards](https://www.jdpower.com/awards).

Humana received the highest CX Index™ score among Health Insurers in Forrester's proprietary 2019 CX Index™ survey. The ranking was based on responses from 12,745 US individuals measuring 17 Health Insurers. The proprietary survey results are based on consumers' opinions of the experiences with the brands in the survey. Forrester Research does not endorse any company included in any CX Index™ report and does not advise any person to select the products or services of any particular company based on the ratings included in such reports.