

# A Leader in Service and Health Equity

AWARDED FOR OUR VALUES AND ACTIONS



*Health Net increases health access for all Californians. We Bridge the Divide whenever, wherever and however people need care.*

## HEALTH NET TOPS CUSTOMER SERVICE AMONG HEALTH PLANS



**2021 | Ranked #1 in customer service among health insurers in Forrester's 2021 U.S. Customer Experience Index survey**

Forrester's score measures how a company delivers customer experiences that create and sustain loyalty.



**2021 | Ranks at the top of health care insurers in Newsweek's "America's Best Customer Service" Rankings**

Newsweek selects and ranks brands based on a vast, independent survey by Statista Inc., the world leading statistics portal and industry ranking provider.

## We Serve All Californians

*Health Net believes every person deserves a safety net for their health – regardless of age, income, employment or current state of health. We work with providers and policy leaders to address some of the state's most important issues, such as health equity.*



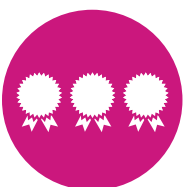
**2021 | The National Committee for Quality Assurance (NCQA) chose Health Net as one of nine partners to build the new Health Equity Accreditation Plus program**

We will help create nationwide industry standards and evaluation criteria based on best practices. Health Net has pioneered innovative approaches to health equity for more than 40 years.



**2019 | Multicultural Health Care Distinction – NCQA**

Only health plan *in the nation*, since 2011, to earn this distinction at the same time for our commercial, Medicaid and Medicare lines of business.



**2019 | 3 Department of Health Care Services (DHCS) Awards:**

**Health Equity Award** – Postpartum care disparities project in Central Valley

**Health Equity Award Runner-Up** – Cervical cancer screening disparity project among Chinese women in the San Gabriel Valley

**Quality Improvement Award Runner-Up** – Most-improved performance in Healthcare Effectiveness Data and Information Set (HEDIS) rates for Tulare County

*Health Net understands that the needs of Medi-Cal patients are as diverse as the population itself. That's why we've built teams, models and innovative approaches that work to break down barriers, improve access and reduce health disparities.*



## We Improve Health Outcomes



### INNOVATIVE LEADERSHIP

**2019 | Innovation/eValue8 Award – National Alliance of Healthcare Purchaser Coalitions**  
Stroke and Heart Attack Prevention Every Day (SHAPE) Program

**2017, 2018 | Innovations in Advancing Health Equity Award – National Business Group on Health**

**2018 | Kheir Clinic's Annual Innovation Award**



### STRONG PARTNERSHIPS WITH PROVIDERS THROUGHOUT CALIFORNIA

**2019 | Centene Ranked 7th on Fortune's "Change the World" List –**  
In recognition of our Provider Accessibility Initiative (PAI)

**2018, 2019 | Best Project Award – Health Disparities – Disparities Leadership Project (DLP)**



### CORPORATE CITIZENSHIP

**2019 | Corporate Partner Award –**  
Coalition of Orange County Community Health Centers

**2019 | Diversity Champion –**  
National Association of Asian Pacifics in Politics and Public Affairs