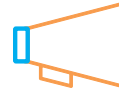




ACCESSING THE VACCINE

- Blue Cross and Blue Shield Plans in Illinois, Montana, New Mexico, Oklahoma and Texas (BCBS Plans) have been using mobile vans to bring care/vaccines to vulnerable populations through partnerships with healthcare providers and FQHCs.
- Over 27,000 vaccinations and nearly 2,550 rides have been provided for members to receive vaccinations.
- Built customer service capacity to provide COVID-19 scheduling and one-on-one telephonic and text outreach and to date made over 169,000 member contacts.
- Worked with local providers to identify and offer appropriate facilities as daily vaccination sites in communities with high health disparities.
- Have over 3K clinical workers across service area eligible for robust volunteer program.
- At the end of April, almost 60% of BCBS Plans over-65 Medicaid members have been vaccinated for COVID-19.
- The Oklahoma State Department of Health partnered with the OK Caring Van Program to use their mobile outreach as the model for a new local program focused on preventive public health services.



EDUCATING THE COMMUNITY

- Advocating for standard immunization protocols per expert clinical guidelines, providing accurate educational content regarding efficacy and availability of COVID-19 vaccine and directing members to their personal healthcare providers for individual discussion.
- Held community webinars around vaccine hesitancy with public health, non-profit and faith-based community partners.
- Provided more than \$24 million in Community Investment Support for nonprofit partners supporting vaccine access and education and COVID-19 response and recovery.
- Providing data and analytics expertise to local/state departments of health to facilitate triage of patients within vaccine administration cohort phasing
- Assuming increased responsibility for standard (non-COVID) vaccine administration in several geographies, freeing up departments of health to focus on COVID-19 immunizations.



ADDRESSING INEQUITIES

- Joined AHIP and BCBSA on Vaccine Community Connectors program, pledging to promote vaccinations for 2 million underserved, at-risk Americans.
- Joined the Rally for Recovery Commitment, a national commitment to protect employees and communities by encouraging vaccines and continued mitigation efforts.
- Partnered with American Indian Tribes in OK and NM.
- Partnered with an FQHC at the Blue Door Neighborhood CentersSM in the South Lawndale and Morgan Park communities in Chicago to administer vaccine to the underserved population.
- Partnered with local federally-qualified health clinics in underserved communities.
- Partnered with churches in IL, OK and NM as an avenue to encourage vaccinations and combat hesitancy.
- Partnered with schools in MT to bring mental wellness resources to students.



UPCOMING COVID EFFORTS

- Continuing hyperlocal/ neighborhood-level vaccinations in all five states and opening up population focus areas with special attention to high-risk populations.
- Building on place-based access, Care Vans[®] are planning for summer vaccination acceptance campaigns linking to back to school immunizations and adding in COVID-19 vaccinations with children.

OUR COMMITMENT

Blue Cross and Blue Shield companies remain committed to helping communities across the country during the COVID-19 pandemic. The belief that every American deserves safe and effective COVID-19 vaccines is at the heart of our commitment. We continue to support widespread vaccination events, as well as targeted efforts to reach those with low access. Blue Cross and Blue Shield companies have so far invested \$11.5 billion to support their communities during the pandemic. We're using our deep community connections to build confidence in vaccines. And we're striving to eliminate racial disparities in access. Our goal is to build a more equitable health care system for all, now and beyond the pandemic.

