

SASB INDEX

Centene created the index below to provide stakeholders with disclosures aligned with the Sustainability Accounting Standards Board (SASB) Managed Care standard. Disclosures aligned with other relevant Sustainability Accounting Standards were also included for workforce diversity and engagement. All data relates to the year ending December 31, 2020, unless otherwise stated.

DATA PRIVACY & SECURITY

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Customer Privacy & Technology Standards	HC-MC-230a.1	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	Centene Data Privacy & Security Standards
	HC-MC-230a.2	(1) Number of data breaches, (2) percentage involving (a) personally identifiable information (PII) only and (b) protected health information (PHI), (3) number of customers affected in each category, (a) PII only and (b) PHI	U.S. Department of Health and Human Services Office for Civil Rights

HEALTHCARE ACCESS

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Access to Coverage	HC-MC-240a.1	Medical Loss Ratio (MLR)	86.2% Centene operates in two segments: Managed Care and Specialty Services. Our MLR disclosure includes the Managed Care segment. The Specialty Services segment MLR is immaterial to the consolidated organization.
	HC-MC-240a.2	Total amount of rebates accrued and paid due to non-compliance with the Patient Protection and Affordable Care Act for Medical Loss Ratio (MLR)	Centene accrued MLR rebates of \$238 million as of December 31, 2020 and paid MLR rebates of \$391 million during the 12 months ending December 31, 2020. Information is disclosed in accordance with U.S. Title 45: Public Welfare Part 158 – Issuer Use of Premium Revenue: Reporting and Rebate Requirements (U.S. 45 CFR Part 158)
	HC-MC-240a.3	Percentage of proposed rate increases receiving “not unreasonable” designation from Health and Human Services (HHS) review or state review	100% All of Centene's filed rate increase requests subject to review as per U.S. Title 45: Public Welfare Part 154 for the period of this report received “not unreasonable” designation from HHS or state review.
	HC-MC-000.A	Number of enrollees by plan type	In certain instances, our data aggregation processes are established by line of business, as opposed to plan type, based on the nature of our business. For this metric, we have chosen to disclose the data by line of business. See December 31, 2020 enrollees by line of business in the 2020 Form 10-K, page 47. 2020 Form 10-K

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HEALTHCARE QUALITY

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Plan Performance	HC-MC-250a.1	Average Medicare Advantage plan rating for each of the following plan types: (1) HMO, (2) local PPO, (3) regional PPO, (4) PFFS, and (5) SNP	<p>Member Weighted Rating <i>Reporting Year 2022</i> HMO/HMOPOS: 3.91 Local PPO: 3.74 PFFS: 4.00</p> <p>HMO - Health Maintenance Organization Plans HMOPOS - Health Maintenance Organization - Point of Sale Plans Local PPO - Local Preferred Provider Organization Plans PFFS - Private Fee-for-Service Plans</p>
	HC-MC-250a.2	Enrollee retention rate by plan type, including: (1) HMO, (2) local PPO, (3) regional PPO, (4) PFFS, and (5) SNP	Please refer to MEMBERSHIP table in the 2020 Form 10-K, page 47. 2020 Form 10-K
Improved Outcomes	HC-MC-260a.1	Percentage of enrollees in wellness programs by type: (1) diet and nutrition, (2) exercise, (3) stress management, (4) mental health, (5) smoking or alcohol cessation, or (6) other	Centene's government-sponsored Medicare Advantage and Medicaid managed care plans develop and offer a comprehensive portfolio of programs that build in wellness aspects to advance health outcomes for Centene's members. These programs leverage cutting-edge clinical guidelines, evidence-based best practices and data science models to support whole health for the individual based on their identified needs. Members are able to access these programs through a variety of channels including local partners. One example is our multipronged Fluvention campaign that is designed to promote vaccination as the key to flu prevention. By increasing annual influenza vaccination rates in high-risk members, health-related complications and excess healthcare costs are greatly reduced.

ENVIRONMENTAL IMPACTS ON HEALTH

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Climate Change Impacts on Human Health	HC-MC-450a.1	Discussion of the strategy to address the effects of climate change on business operations and how specific risks presented by changes in the geographic incidence, morbidity, and mortality of illnesses and diseases are incorporated into risk models	See 2020 Task Force on Climate-related Financial Disclosures Report

DIVERSITY, EQUITY & INCLUSION

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	CENTENE DISCLOSURE
Workforce Diversity & Engagement	SV-PS-330a.2	(1) Voluntary and (2) involuntary turnover rate for employees	Turnover for Centene, excluding International (which represents less than 10% of the Enterprise): 18.7% in total, 12.3% voluntary and 6.4% involuntary
	SV-PS-330a.3	Employee engagement as a percentage	88% Centene continually listens to our employees through Shaping Centene, a series of ongoing, enterprise-wide employee surveys that seek our employees sentiment on a variety of topics, including company culture and engagement, career development, people leadership effectiveness, and our approach to a diverse, equitable and inclusive workplace. Our company is continually evolving and through strong employee participation in this initiative it continues to strengthen our culture of engagement, and create an environment where all employees feel valued and heard. Centene's employee engagement survey was administered by Perceptyx. The Engagement Index is calculated based on responses to four engagement questions from the survey. The numerator for each question included those who responded "Agree" and "Strongly Agree". The denominator for each question was the number of overall respondents. Overall engagement was then calculated as the average favorability of the 4 engagement questions. Additional information regarding our employee engagement survey is available on page 21 of our 2020 C-Index Diversity & Inclusion report: Centene C-Index