

Some quick facts and figures about Anthem Blue Cross and Blue Shield

Corporate Overview

Organizational structure

Anthem, Inc. is an Indiana-domiciled insurance company providing health care benefits and services to more than 10 million Americans. Aside from Indiana, Anthem is a Blue Cross and Blue Shield licensee for Colorado, Connecticut, Kentucky, Maine, Nevada, New Hampshire, Ohio and Virginia.

Mission statement

To improve the health of the people we serve.

Founded

1944, as Mutual Hospital Insurance, Inc., dba Blue Cross of Indiana

2001 financial data

- \$6.27 billion in assets
- \$2 billion in reserves

Independent rating agency evaluations

- A.M. Best Financial Strength: A Excellent
- Fitch rating for claims-paying ability: A+
- Standard & Poor's rating for claims paying ability: A

National recognition

- Ranked third as one of the 10 most admired health care companies, *Fortune* magazine, March 2002.
- Ranked 184 on Fortune 500, *Fortune* magazine, April 15, 2002.
- Ranked 159 as one of the most innovative users of information technology, *Information Week 500*, April 8, 2002.
- Ranked seventh in performance for investors on Barron's 500, *Barron's* magazine, April 22, 2002.

Strength in numbers

More than 82 million members enjoy the benefits of coverage from Blue Cross and Blue Shield Plans.¹

Anthem employees

Approximately 15,000 at year-end 2001

President, Midwest

Keith R. Faller

Indiana Overview

Members²

542,000 Indiana local members as of second quarter, 2002. Does not include Government, Individual or National business.

Providers³

Number of primary care physicians, OB/Gyns, other MD and DO specialists for each product as of Sept. 30, 2002:

- Blue Preferred[®] Primary (HMO) and Blue Preferred[®] Primary Plus (POS) 6,662
- Blue AccessSM (PPO) 9,491

BlueCard[®] Program

Access across the United States and around the world

- 600,000+ doctors
- 6,000+ hospitals

Customer service performance⁴

- 98.3 percent inquiry accuracy for third quarter, 2002
- 94.2 percent inquiries handled within seven days for third quarter, 2002

Claims processing performance⁴

96.9 percent turnaround within 30 days for third quarter, 2002

Products and services

Health	Disease Management
Prescription	Hospital Quality Program
Dental	Coronary Services Centers
Vision	Coverage While Traveling
Life and Disability*	Anti-Fraud and Subrogation Services
<i>SpecialOffers@Anthem</i>	<i>MyHealth@Anthem through anthem.com</i>

Vice President and General Manager, Indiana

Dennis Casey

Internet site

www.anthem.com

¹Blue Cross and Blue Shield Association, Press Release, June 4, 2002.

²Anthem Midwest Report, Second Quarter 2002.

³Anthem Network Penetration Reports, Sept. 30, 2002.

⁴Anthem Midwest Indiana Group KPI Summary, Third Quarter, 2002.

* Life and Disability products are underwritten by Anthem Life Insurance Company. An independent licensee of the Blue Cross and Blue Shield Association.