

VISION

We will become **indispensable** to our customers. We will accomplish this by responsibly using information that enables us to act as our **members' advocate** as they navigate the healthcare system and to:

- Manage our provider networks in order to deliver optimal quality and cost for services rendered.
- Offer products that meet the diverse needs of our customers at prices that provide maximum value.
- Be proactive and anticipate our customers' needs...and act on them.

Pursuing our vision will result in growth that delivers strong, sustainable financial **performance** and superior shareholder value.