



BlueCross BlueShield
of Montana



We Stand For

INTEGRITY

Always do the
right thing

RESPECT

Everyone
deserves it

COMMITMENT

We keep our promises

CARING

We put our heart
into our work

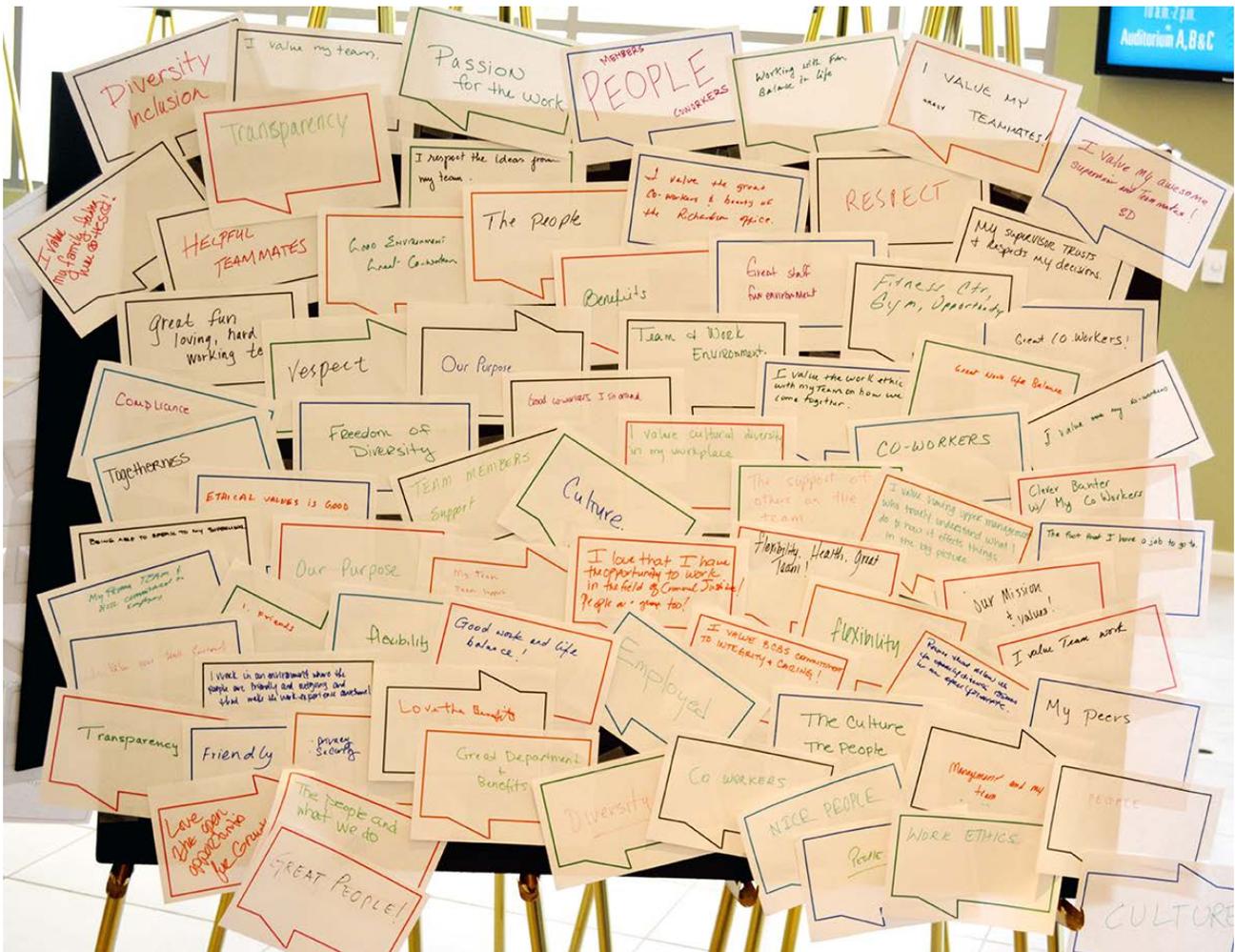
EXCELLENCE

We drive extraordinary res

LEADING WITH INTEGRITY

A strong ethical culture underlines our purpose
and drives our business decisions





Our company has created a strong corporate environment of integrity, supported with a broad range of ethics and compliance initiatives that touch every employee and guide everything we do.

In 2017, we were named a World's Most Ethical Company® by the **Ethisphere®** Institute, an independent center of research, best practices and thought leadership in corporate ethics. The honor is reserved for a small number of companies worldwide that demonstrate through their programs, policies and actions that corporate integrity stands alongside operational factors as a key business driver.

2017

WORLD'S MOST TM
ETHICAL
COMPANIES[®]

WWW.ETHISPHERE.COM



Award for superior achievement in culture, governance, training and communications, monitoring and auditing, risk assessment, social and environmental responsibility and leadership endeavors.

We believe being named a World's Most Ethical Company reflects that we understand the importance of a strong ethical culture, and work to obtain that through senior leadership support, management involvement and formalized programs focused on achieving ethical business behaviors. "This recognition honors the work our employees do every day to operate with integrity in all areas of our business," says HCSC President and CEO Paula Steiner.

We were also recognized by others in 2017 for our efforts, receiving two best practice awards from [Health Ethics Trust](#)— one for our Code of Ethics and Conduct and one for our Speak Up campaign. And HCSC's compliance program was rated "outstanding to best practice" in the assessment of our overall program.

The reviewers commented on the nomination that they "have yet to review a program as consistently outstanding as the HCSC Compliance Program."

This positive evaluation gives credit to the work the ethics and compliance department and the government programs compliance departments do above and beyond the minimum requirements to set ethical business standards.



From the Health Ethics Trust, a division of the Council for Ethical Organizations: Code of Business Ethics and Conduct and Speak Up Campaign.



ACED IT!
Service Excellence
Shines as BCBSMT
Again Earns 100 perc...

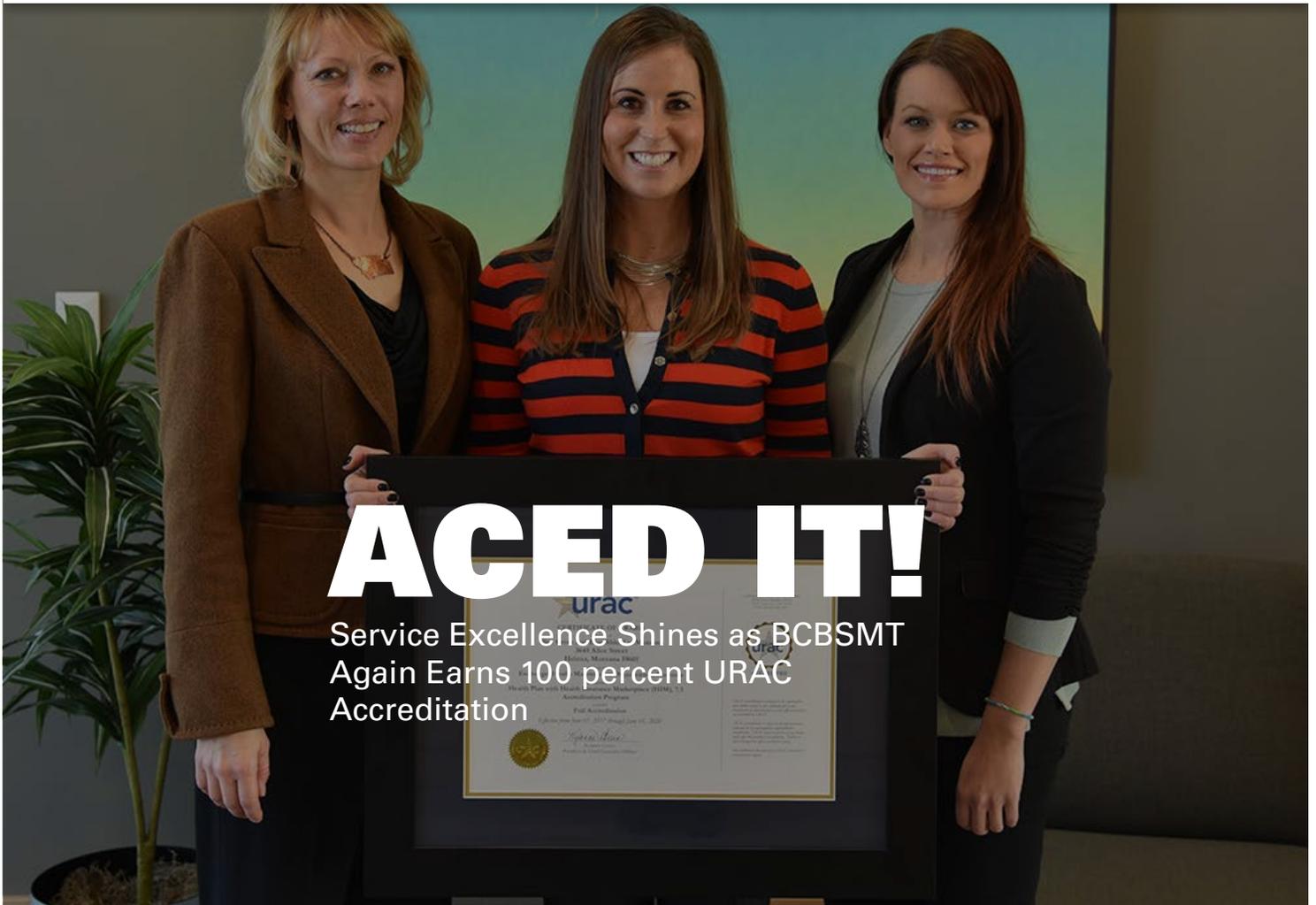
The image shows two women standing next to a framed certificate. The woman on the left is wearing a brown blazer, and the woman on the right is wearing a red and black striped shirt. The certificate is from Jurac and mentions "Service Excellence" and "BCBSMT".

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For media inquiries, contact John Doran, Director of Public Relations for Blue Cross and Blue Shield of Montana at 406-437-6195 or John_Doran@bcbsmt.com.

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ACED IT!

Service Excellence Shines as BCBSMT
Again Earns 100 percent URAC
Accreditation

Our members are at the heart of everything Blue Cross and Blue Shield of Montana (BCBSMT) does. This includes a commitment to providing access to quality, affordable health care and a focus on providing our members with superior service.

Don't simply take our word for it, either. Once again, BCBSMT has met Utilization Review Accountability Commission's (URAC) accreditation standards for our individual and group commercial lines of business. And, once again, BCBSMT received a perfect score of 100 percent.

Throughout the previous year, the Quality and Accreditation team, led by Kelsi Hannan, worked toward prepping for the renewal of our URAC Retail Health Plan Accreditation. URAC, an independent, nonprofit organization, is a well-known leader in promoting health

care quality through its accreditation, education and measurement programs. These are the standards for which BCBSMT aspires.

The on-site audit in early May consisted of audits of a vast number of documents, interviews, and virtual walk-throughs pertaining to nearly every BCBSMT department.

“I am grateful to all the employees who were a part of this process and those who participated in our onsite audit,” Hannan said. “All of you worked diligently in supporting our Quality and Accreditation team to make sure our on-site audit ran flawlessly. Our continued success is a testament to BCBSMT’s commitment to our members and providers.”

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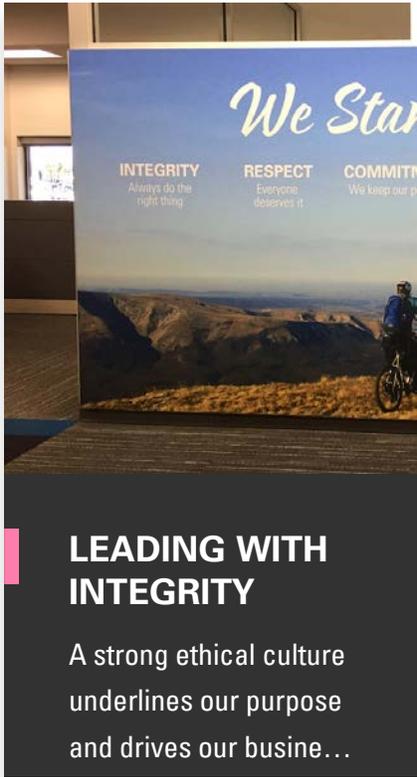
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Never one to rest on our laurels, you can count on the fact that BCBSMT isn’t satisfied with two consecutive URAC scores of 100 percent. The process of accreditation will start anew in a couple years. To earn outstanding marks once again, we’ll continue meeting the high standards of customer service our employees have set.

URAC offers a wide range of quality benchmarking programs and services that model the rapid changes in the health care system and provide a symbol of excellence for organizations to validate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in establishing meaningful quality measures for the entire health care industry. For more information, visit www.urac.org.



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