



Company Backgrounder

Bold Goal

The communities we serve will be 20% healthier by 2020 because we make it easy for people to achieve their best health.

Key Dates

1961

Humana was founded by David A. Jones and Wendell Cherry. They opened Heritage House nursing home in Louisville, Ky., and later named the company Extencicare.

1968

Extencicare becomes the country's largest nursing home company; also purchases its first hospital.

1972

Extencicare sells its nursing homes.

1974

Extencicare becomes Humana, focusing exclusively on operating hospitals.

1978

Humana grows to become one of the nation's largest investor-owned hospital systems.

1982

Humana establishes a "Centers for Excellence" program to offer Humana hospital patients specialty care. This includes Humana network providers and centers for neuroscience, diabetes, spinal injuries, and artificial-heart research and surgery at Humana hospitals.

Our Company

For more than 50 years, Humana has been helping people improve and maintain their health through clinical excellence and coordinated care. Our successful history in care delivery and health plan administration is helping us create a new kind of integrated care with the power to improve health and well-being and lower costs.

We support physicians and other health care professionals as they work to deliver the right care in the right place for their patients, our members. Our range of clinical capabilities, resources, and tools – such as in-home care, behavioral health, pharmacy services, data analytics, and wellness solutions – combine to produce a simplified experience that makes health care easier to navigate and more effective.

We inspire lifelong well-being, creating better outcomes and fuller, happier lives.

Fast Facts



Founded in
1961



\$53.8 billion in annual
revenues (2017)



Headquartered in
Louisville, Kentucky

56

Number 56 in the
Fortune 500 (2018)



Approximately 45,900
employees as of
December 31, 2017



30+ years of Medicare
experience



16.6M medical
members across all
50 states, Washington
D.C. and Puerto Rico
(as of 6/30/18)



3.5M Medicare Advantage
members, 5.0M Medicare
prescription drug members
and 5.9M TRICARE beneficiaries
(as of 6/30/18)

1984

The world's second successful artificial heart implant is performed at Humana Hospital-Audubon in Louisville, leading to Humana's founding of the Humana Heart Institute.

1984

Humana launches Humana Health Plans.

1993

Humana focuses completely on health plans and spins off its hospitals into a separate, publicly traded company.

2000

Mike McCallister becomes CEO and initiates a focus on consumerism: the consumer is at the core of our business strategy.

2008

Fortune Magazine names Humana one of the Top Five Most Admired Insurance and Managed Care Companies in the U.S.

2011

Humana celebrates its 50th anniversary.

2013

Humana President Bruce Broussard becomes CEO on McCallister's retirement.

2014

Kurt Hilzinger becomes Chairman of the Board.

2015

Humana announces the company's Bold Goal: The communities we serve will be 20% healthier by 2020 because we make it easy for people to achieve their best health.

2017

Humana issues its inaugural value-based care report, showing the progress that physicians in our value-based payment arrangements are making to improve the health and quality of care for Humana's Medicare Advantage members.

Our Strategy

We strive to improve the health of seniors – many of whom are living with multiple chronic conditions – by using an Integrated Care Delivery model that brings simplicity and connectivity to the health care experience.



At Humana, we are simplifying our approach to health care – creating a truly sustainable health care system that is focused on better outcomes for our members through quality, affordable care.



–Bruce Broussard, Humana President and CEO



Through integrated care – using both high-tech tools like data analytics and low-tech tools like telephonic and in-home visits – we can personalize care. We can predict, slow and sometimes prevent disease progression.

At the center of our approach is the primary care provider, who delivers coordinated care via a holistic approach that is consistent, member-focused and cost-effective. By transitioning toward value-based relationships with health care providers, we can move away from episodic care and help members achieve their best health.

We're also working with our members' lifestyles in mind, understanding that true health happens outside of a doctor's office. Social determinants of health – things like loneliness, food insecurity, transportation limitations, and financial struggles – have a profound impact on health. We're enhancing our capabilities around home health, pharmacy, and behavioral health to provide more holistic care.

Our Employees

Humana has approximately 45,900 employees dedicated to making it easier for people to achieve their best health. From doctors and nurses to care managers and customer service representatives, Humana employees are focused on strengthening their understanding of our members' unique health care needs so we can help them live healthier lives.

By creating an organizational structure and process to support our culture of quality, Humana has earned a reputation as a strong corporate citizen, recognized by Dow Jones, Newsweek, and many others.

Our Values

Our goal of improving the health of the communities we serve by making it easy for people to achieve their best health is reflected in the values that guide us in our work. By cultivating uniqueness – one of Humana's values – our employees create new ways to connect with each other and to better serve our members.



**CULTIVATE
UNIQUENESS**



**INSPIRE
HEALTH**



**PIONEER
SIMPLICITY**



**RETHINK
ROUTINE**



**THRIVE
TOGETHER**

