Humana’s Actuarial Program

Amber MacDonald
Fall 2017

Ohio State

Humana
"As associates, we’re leading the way in our bold goal movement. We’re on pace to become 20% healthier by the end of 2017, having decreased our number of unhealthy days from 6.1 to 5.3. We’ve done that by strengthening our commitment to our health and well-being, acknowledging what it takes to be our best. I’m inspired by the progress we’ve made together and believe it will lead to more healthy days for us all."

- Dr. Roy Beveridge, Chief Medical Officer

Health happens in the communities in which we live
Humana’s Bold Goal

https://www.youtube.com/watch?v=r39vYX5CwUs

We’ve expanded to all of these Bold Goal Communities

- Tampa Bay
- San Antonio
- Broward County
- Louisville
- Baton Rouge
- Mississippi
- New Orleans
- Knoxville

Humana
Living our VALUES

ALL THE PEOPLE WE SERVE

rethink routine
inspire health

empower

collaborate

be accountable

speak up

thrive together

pioneer simplicity

cultivate uniqueness

Humana
Appreciate individual uniqueness, creating an environment where everyone can fully be themselves, reflecting all of us and the communities we serve.

- Encourage openness of thoughts, opinions and perspectives
- Ensure people are heard and appreciated for who they are
- Replace judgment with curiosity, thoughtful questions and listening
- Respect people and encourage sharing of ideas
- Celebrate the broadest possible range of diverse cultures, backgrounds, experiences and perspectives
Work and learn together, transforming the norm to strengthen operational excellence and outcomes.

- Ask, “Why are we doing it this way?”
- Promote and reward continuous improvement – small and large
- Find different perspectives
- Challenge the status quo and propose a better way
- Speak up, even when you think the answer might be “no”
Care for the whole person – emotionally, physically, and spiritually, building inspired communities where health and well-being prosper.

- Take action today to create a healthy, sustainable future
- Understand the unique needs of others
- Personalize care and experiences that drive better health outcomes
- Be intentional about how you show up
- Care for yourself and be a positive example
Collaborate openly, building positive relationships to achieve strong, sustainable results for us and the people we serve.

- Seek to reduce friction points and create quality experiences
- Commit to an environment of trust, transparency and integrity
- Engage people in decisions that will impact them
- Know how your actions affect others
- Build trusting relationships across the organization and within our communities
Take personal accountability, working together to create simple, personalized, quality experiences.

- Advocate for those we serve, putting their needs at the center
- Ensure simplification doesn’t create complexity for others
- Challenge changes that make things complicated
- Make good decisions that honor the people we serve and the regulations that guide us
- Create solutions rather than working around problems
Actuarial Internship Program Overview

- What is an actuarial internship program with Humana?
  - A 12 week summer program designed to be a capsule of the full-time Actuarial Professional Development Program

- What work does it entail?
  - Relevant projects that contribute to the execution of team goals

- How will I benefit from a Humana internship?
  - Develop technical and soft skills
2013-2017 Interns

Intern Hires by School

[Bar chart showing intern hires by school, with the following institutions listed and corresponding bars: W (Wisconsin), FSU (Florida State), C (Cincinnati), P (Purdue), I (Indiana), M (Michigan), N (Purdue), B (Bowling Green), H (Kentucky), and S (Southern)]
Full-Time Actuarial Students

Actuarial Students by School

Humana
Office Environment

**Green Bay**
Jeans and Business Casual Shirt
7:30 A.M. – 4:30 P.M.

**Louisville**
Business Casual
Mon - Thurs
Jeans on Friday
8:00 A.M. – 5:00 P.M.
Summer Events

- Workshops: Leadership, Strengths Finder, Presentation Skills, etc.
- Career Talks
- Project!s
- Networking
- Intern Program Social Events
- Mid Summer & Final Presentations

Humana
Green Bay Community:

• Ping Pong
• Bay Beach
• Door County
• The PACKERS
• Living on the Fox River
• Walking trails/parks
• Paid Housing!!!!

• Work Culture
• Dress Code
• Focus on health and well being
• Trivia nights
• Sand volleyball
• Lambeau Field
• Basketball and volleyball games against full time associates
Green Bay Interns

Humana
Louisville Community:
• Huber’s Orchard/Winery
• Mega Cavern - Zip Lines, tram tour
• Mammoth Caves
• Wine & Bourbon Tasting
• Walk/bike the Big 4 Bridge
• Nashville Trip
• Restaurants: long list!
• The Quarry
• Churchill Downs
• Waterfront Wednesdays
• Shopping at the Outlets
• Fourth Street Live!

Slugg Museum & Bat’s Games
• KFC YUM Center
• Karaoke
• Hiking
• Volunteering
• Louisville Zoo
• Trivia Nights
• Volleyball, soccer, racquetball
• King’s Island (Cincinnati)
Louisville Interns
Takeaways and Lessons Learned

• Actuarial Knowledge & Understanding of the business:
  • Medicare, Medicaid, and Commercial Knowledge
  • Dental products
  • Pricing models
  • Medical plan types
  • Traditional reserve setting
  • Statutory reporting
  • DOI Examinations
  • Rate filing process
  • Working in a non-traditional actuarial department

• Presentation and public speaking skills
• Organization
• Balancing Multiple Projects
• Teamwork
• Critical thinking
• Facilitation
• Patience
• Adaptability
• Communication Skills
• Effective listening
• Asking the right questions
• Networking
• Troubleshooting/Problem Solving
• Working in a language with limited documentation
Humana

INCLUSIVE
COMMUNITY
ENCOURAGE
DREAM

UNIQUE
ENRICHING
GENUINE
POSITIVE

COLLABORATIVE


Involved
Innovative
Inspiring
Welcoming
Bold

Challenging
Community
Involved
Welcoming

Passionate
Diverse
Encouraging
Dynamic
Innovative

Young
Exciting
Lively
Health
Engaged

Welcoming
Supportive
Genuine
Innovative
Successful

Bold
Vanguard
Avant-garde
Exhilarating
Well-being
Summer 2017 Intern Video

Intern Experiences

- Intern from this summer will share their projects, other intern projects, city and overall impressions
After the Summer Experience

Graduating Senior

* Eligible for a Full Time Actuarial Analyst position
* VSP opportunity to work part time during the school year

Underclassmen

* Eligible for a returning summer internship
* Preference of department and location
* VSP opportunity to work part time during the school year
# Internship Hiring Highlights

**2011 through 2017 data**

<table>
<thead>
<tr>
<th>Year</th>
<th>Quality of Interns</th>
<th>Acceptance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>24 Interns, 19 Offered Returning Positions</td>
<td>14/19, 74%</td>
</tr>
<tr>
<td>2012</td>
<td>26 Interns, 23 Offered Returning Positions</td>
<td>20/22, 91%</td>
</tr>
<tr>
<td>2013</td>
<td>23 Interns, 22 Offered Returning Positions</td>
<td>18/22, 82%</td>
</tr>
<tr>
<td>2014</td>
<td>32 Interns, 30 Offered Returning Positions</td>
<td>27/30, 90%</td>
</tr>
<tr>
<td>2015</td>
<td>25 Interns, 23 Offered Returning Positions</td>
<td>21/23, 91%</td>
</tr>
<tr>
<td>2016</td>
<td>25 Interns, 22 Offered Returning Positions</td>
<td>16/22, 73%</td>
</tr>
<tr>
<td>2017</td>
<td>29 Interns, 19 Offered Returning Positions</td>
<td>15/19, 79%</td>
</tr>
</tbody>
</table>

**2017 Internship Data**

- 500+ Applied (qualified applicants)
- 200+ Screened
- 49 Final Round Interviews
- 29 New Intern Offers
- 3.76 Average GPA

**Acceptance Rate**

*Accepted / Offered*
2018 Summer Internship: How to apply

Application Requirements:

• Graduation date between Dec 2018 and May 2020
• At least one exam passed or scheduled to sit by Dec 2017
• Minimum G.P.A of 3.0
• Must apply online before in person or phone interview

Apply on your college career site or at Humana.com/careers under College Programs (Requisition ID# 180566)

*Humana does not provide visa sponsorship for the internship or Actuarial Analyst positions
Full Time Positions: How to apply

Application Requirements:

• Graduate with a Bachelor’s or Master’s Degree between Dec 2017 and May 2018, or available to start immediately

• At least one actuarial exam passed

• 3.0 minimum GPA

• Primary location: Louisville, KY

Visit Humana.com/careers for openings! Applications will be reviewed in the fall/spring based on business demand

*Humana does not provide visa sponsorship for the internship or Actuarial Analyst positions
Questions?