Humana's Actuarial Program

Amber MacDonald

Fall 2017

Ohio State

Humana

Health happens in the communities in which we live

"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

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

Living our VALUES

CULTIVATE UNIQUENESS

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

RETHINK ROUTINE

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”

INSPIRE HEALTH

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

THRIVE TOGETHER

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

PIONEER
SIMPLICITY

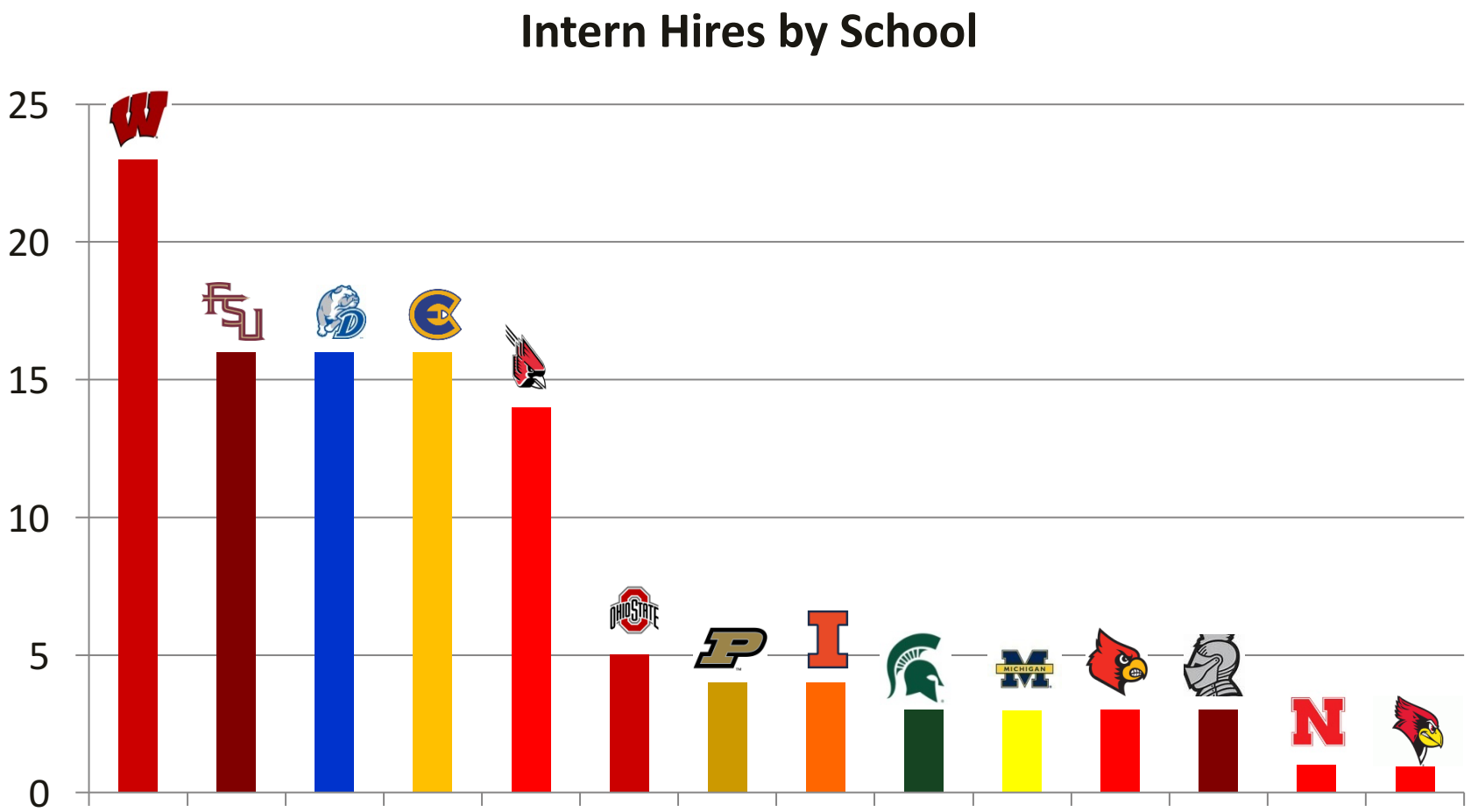
Take personal accountability, working together to create simple, personalized, quality experiences.

- 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

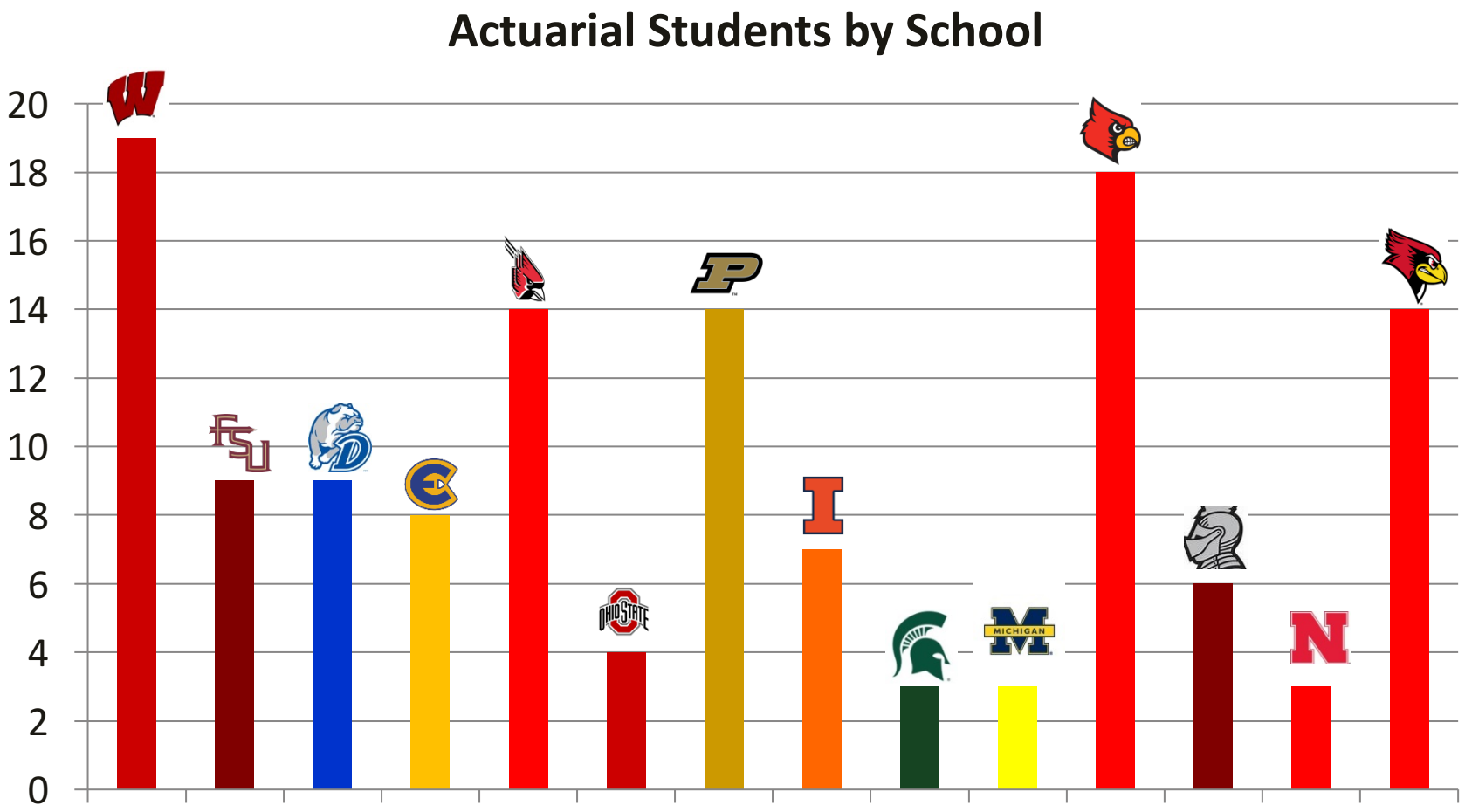
Actuarial Internship Program Overview

- 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

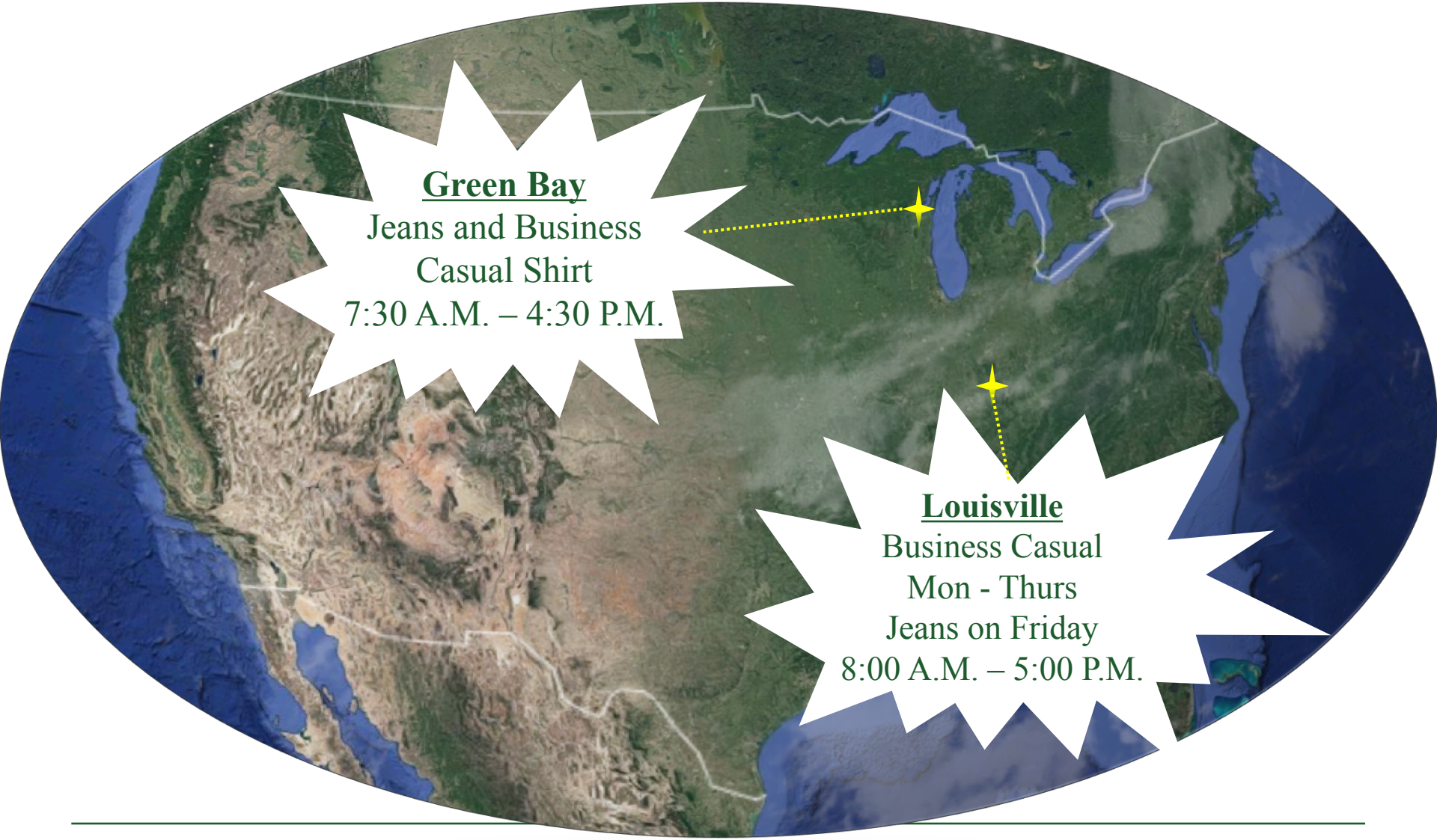
2013-2017 Interns



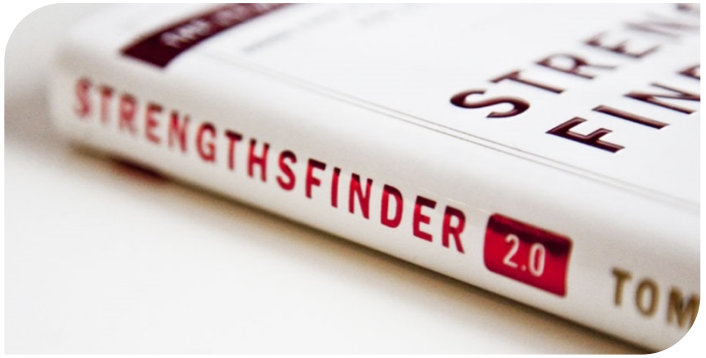
Full-Time Actuarial Students



Office Environment



Summer Events



Workshops
Leadership, Strengths Finder, Presentation Skills, etc.

Networking

Career Talks

Intern Program Social Events

Projects!

Mid Summer & Final Presentations

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

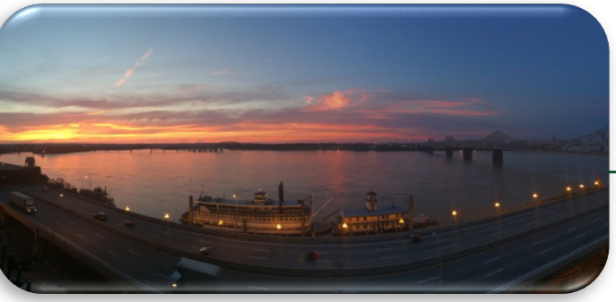
Green Bay Interns

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!

- Slugger 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

Skills

SAS Programming

Health Care Knowledge

Analytic Mindset

Humana in 5 Words

Better Health. Even Better People.

Young
Exciting
Lively
Health
Engaged

INCLUSIVE
COMMUNITY
ENCOURAGE
DREAM

Involved | Innovative | Inspiring
Welcoming | Bold

Exciting
Challenging
Community
Involved
Welcoming

UNIQUE
ENRICHING
GENUINE
POSITIVE
COLLABORATIVE

Welcoming
Supportive
Genuine
Innovative
Successful

authentic
rewarding
distinctive
collective
driven

Bold
Vanguard
Avant-garde
Exhilarating
Well-being

Passionate
Diverse
Encouraging
Dynamic
Innovative

Summer 2017 Intern Video

- https://www.youtube.com/watch?v=Gzjba6RnhBE&feature=youtu.be

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

Quality of Interns

- 2011 • 24 Interns, 19 Offered Returning Positions
- 2012 • 26 Interns, 23 Offered Returning Positions
- 2013 • 23 Interns, 22 Offered Returning Positions
- 2014 • 32 Interns, 30 Offered Returning Positions
- 2015 • 25 Interns, 23 Offered Returning Positions
- 2016 • 25 Interns, 22 Offered Returning Positions
- 2017 • 29 Interns, 19 Offered Returning Positions

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

2011	2012	2013	2014	2015	2016	2017
• 14/19 • 74%	• 20/22 • 91%	• 18/22 • 82%	• 27/30 • 90%	• 21/23 • 91%	• 16/22 • 73%	• 15/19 • 79%

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?

Humana®