



Humana Inc.  
First Quarter 2014  
Earnings Conference Call



May 7, 2014

**Humana.**

# Cautionary Statement

This presentation includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. When used in investor presentations, press releases, Securities and Exchange Commission (SEC) filings, and in oral statements made by or with the approval of one of our executive officers, the words or phrases like "expects," "anticipates," "believes," "intends," "likely will result," "estimates," "projects" or variations of such words and similar expressions are intended to identify such forward-looking statements. These forward-looking statements are not guarantees of future performance and are subject to risks, uncertainties, and assumptions, including, among other things, information set forth in the "Risk Factors" section of our SEC filings, as listed below.

In making these statements, Humana is not undertaking to address or update these statements in future filings or communications regarding its business or results. In light of these risks, uncertainties and assumptions, the forward-looking events discussed herein might not occur. There also may be other risks that we are unable to predict at this time. Any of these risks and uncertainties may cause actual results to differ materially from the results discussed in the forward-looking statements.

Humana advises investors to read the following documents as filed by the company with the SEC:

1. Form 10-K for the year ended December 31, 2013,
2. Form 8-Ks filed during 2014.

*Investors are also advised to read Humana's 1Q14 earnings press release dated May 7, 2014 which is available via the Investor Relations page of Humana's web site, [www.humana.com](http://www.humana.com).*

# Strategy and Operations Update

**Bruce D. Broussard**

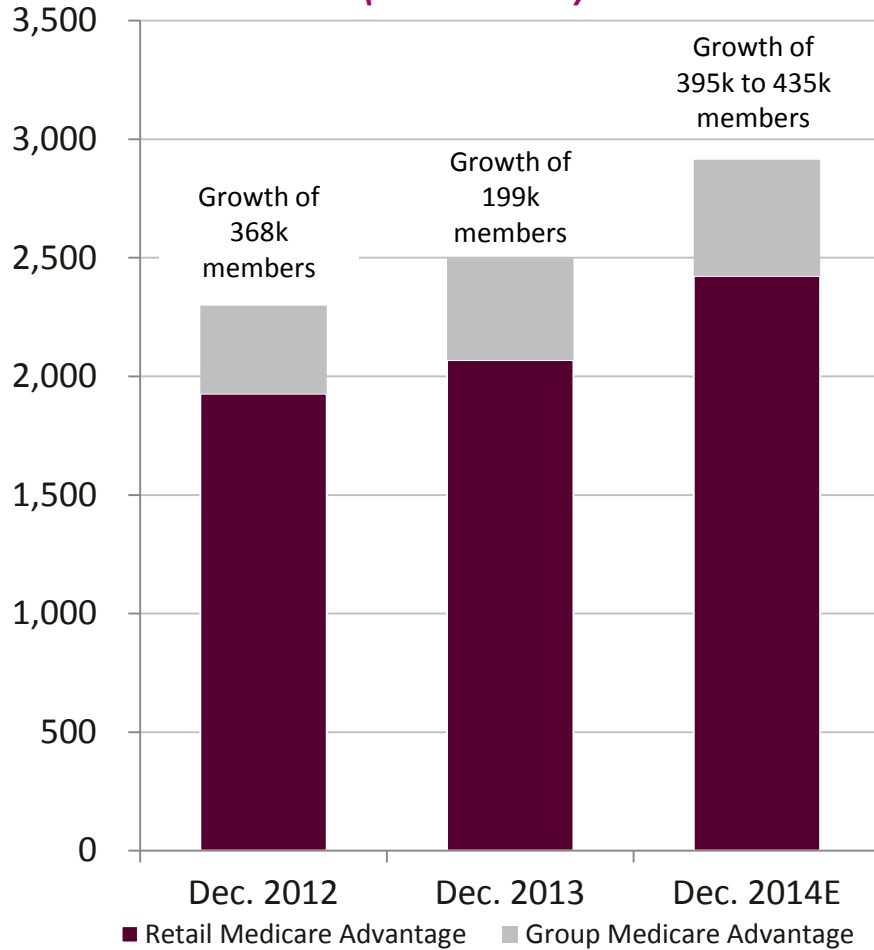
*President and Chief Executive Officer*

# Diluted Earnings per Common Share

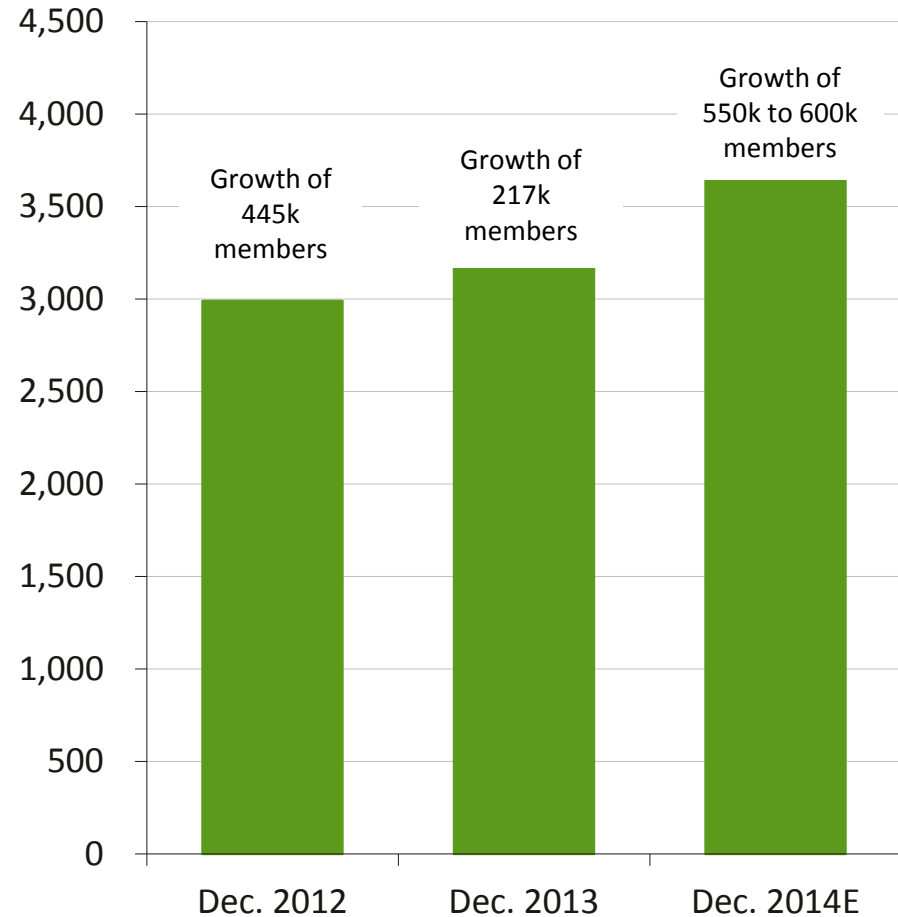


# Continuing Growth In Our Medicare Products

**Fully-Insured Medicare Advantage Members**  
*(in thousands)*



**Medicare Stand-alone PDP Members\***  
*(in thousands)*



# Medicare Advantage New-Member Assessments More Focused and Effective in Quickly Identifying Member Needs



## March 2012

## March 2014

<p><b>Welcome calls and Health Risk Assessments</b></p>	<ul style="list-style-type: none"> <li>• 8 simple questions primarily focused on high healthcare utilization</li> <li>• Completion rates averaged 41% (353k members)</li> </ul>	<ul style="list-style-type: none"> <li>• 32 questions encompassing function, physical and behavioral risks</li> <li>• Completion rates averaging 49% (531k members)</li> </ul>
<p><b>Predictive modeling</b></p>	<ul style="list-style-type: none"> <li>• Models used when utilization development emerged</li> <li>• 7,699 new members identified as potential candidates for HCCP</li> </ul>	<ul style="list-style-type: none"> <li>• More sophisticated predictive modeling using early indicator data</li> <li>• 91k+ new members identified as potential candidates for HCCP</li> </ul>
<p><b>Provider risk arrangements</b></p>	<ul style="list-style-type: none"> <li>• 498k members covered by risk arrangements (4,700 providers)</li> <li>• 303k members covered by path-to-risk arrangements (12,000 providers)</li> </ul>	<ul style="list-style-type: none"> <li>• 656k members covered by risk arrangements (13,200 providers)</li> <li>• 587k members covered by path-to-risk arrangements (27,100 providers)</li> </ul>

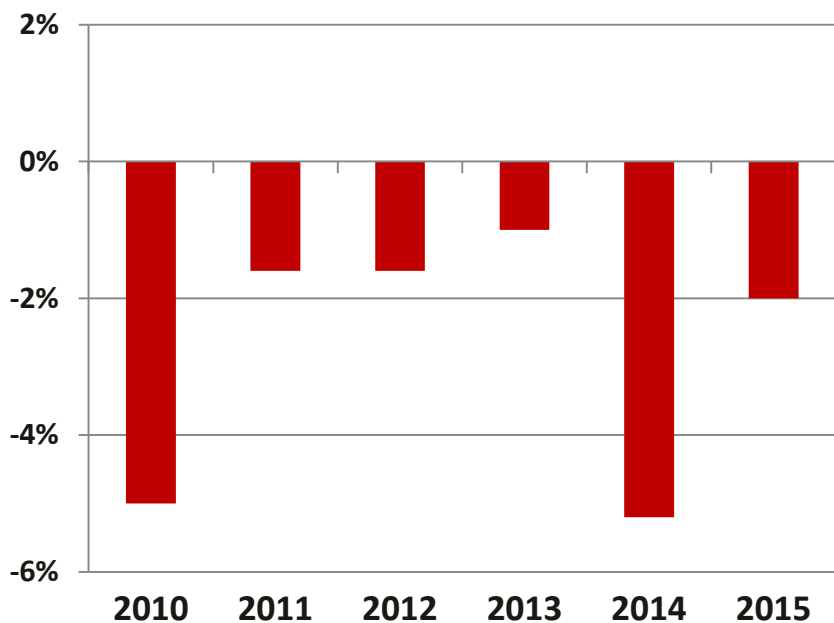
# Significant Increase in New Members Enrolled in Humana Chronic Care Programs (HCCP)



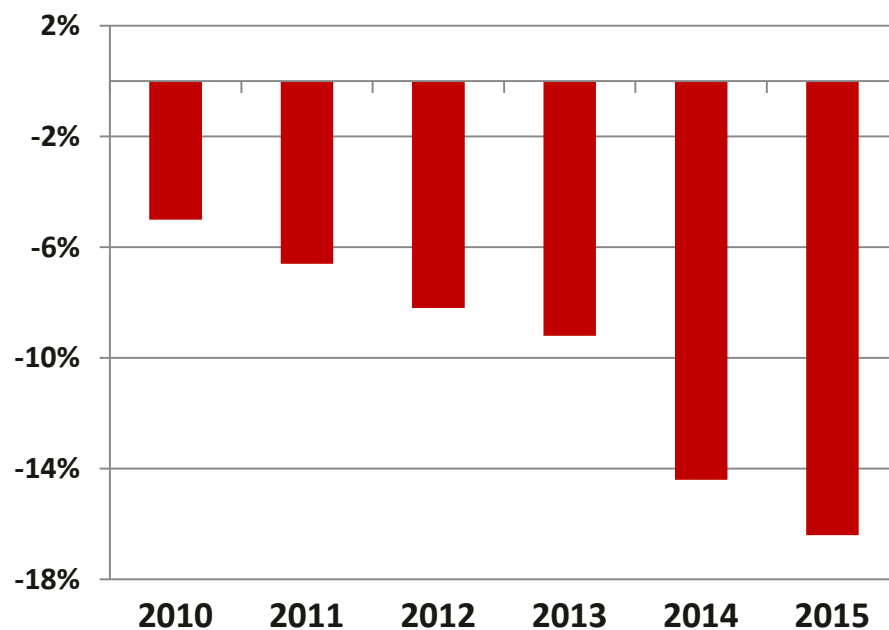
# Medicare Consumers Negatively Impacted By Volatile Funding For Medicare Advantage

*Change in Humana Medicare Advantage Funding by CMS*

Annual Change



Cumulative Change

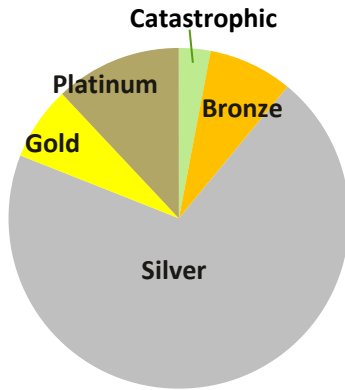




# Humana Mix of On-Exchange Enrollment Appears to Validate Pricing Assumptions

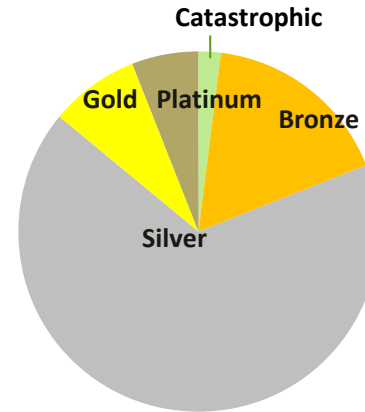
## Humana By Metal Tier:

As of 4/30/14



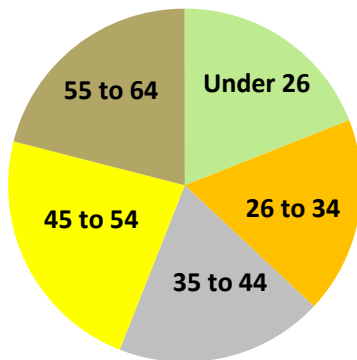
## Industry by Metal Tier:

As of 4/30/14



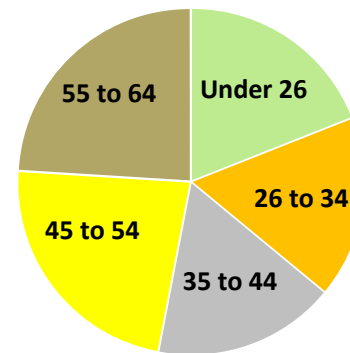
## Humana By Age Group:

As of 4/30/14



## Industry by Age Group:

As of 4/30/14



# Financial Update

**Steven E. McCulley**

*Vice President,*

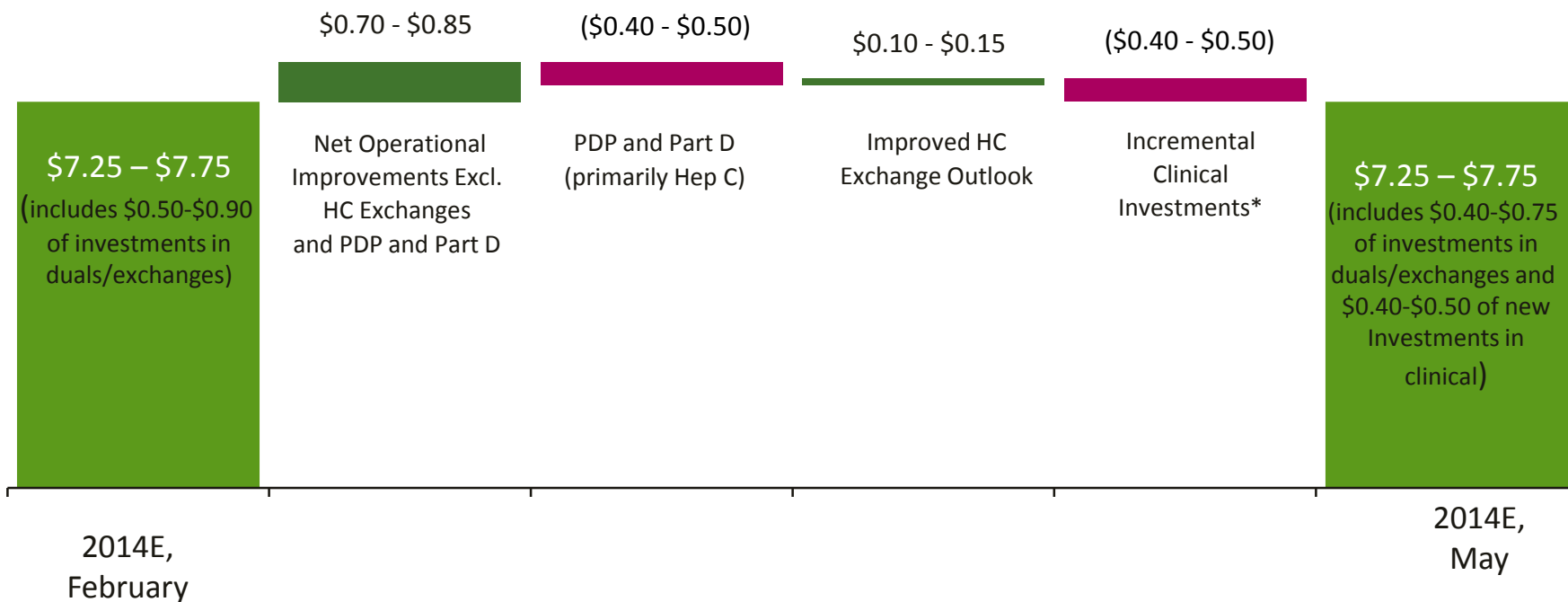
*Interim Chief Financial Officer*

# 1Q14 Highlights

- 1Q14 EPS of \$2.35 reflects solid results in Medicare Advantage, commercial, and government businesses
- Achieving strong membership growth across major product categories, resulting in an increase in FY2014 membership growth guidance
- Hepatitis C costs will remain a headwind through 2014
- Favorable Medicare Advantage utilization
- Operating costs in the Retail and Employer Group segments now include investments in state-based contracts, along with ACA taxes and fees (including the health insurer fee)

# Clinical Investments Continue to Improve Core Results

Diluted Earnings per Common Share



\* Primarily includes increase in clinical staffing and expansion of clinical programs.

# Operating Cash Flows, Balance Sheet, and Capital Deployment Updates

- 1Q14 operating cash flow of \$671 million
- FY2014 operating cash flow now expected to be approximately \$300 million lower due to 3Rs receivables
- Awaiting feedback on status of 2014 subsidiary dividends
- Increased quarterly dividend to \$0.28 per share
- Refreshed share repurchase authorization of \$1 billion through 2016

# Questions & Answers

## **Bruce Broussard**

*President and Chief Executive Officer*

## **Jim Murray**

*Executive Vice President and Chief Operating Officer*

## **Steve McCulley**

*Vice President and Interim Chief Financial Officer*

## **Christopher Todoroff**

*Senior Vice President and General Counsel*

# Follow-up Questions

## Regina Nethery

*Vice President of Investor Relations*

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