



***We improve lives by
making healthcare
more affordable***

VALUES

DELIGHT

- We express genuine interest
- We listen and understand
- We treat all stakeholders as customers
- We feel empathy
- We seek to exceed expectations

ALIGN

- We consider the impact on others
- We respect others' interests
- We find win/win solutions

ENJOY

- We love what we do
- We lift others up
- We are passionate
- We exude positive energy
- We celebrate successes

IMPROVE

- We don't settle
- We evaluate self
- We give and receive feedback
- We always improve

BE TRU

- We act with integrity
- We are authentic
- We are trustworthy
- We are honest and open

