

2023 YEAR AT A GLANCE OK

Every day all of us at ZERO show up with the vision of a simpler healthcare system where the cost for individuals who use our providers is ZERO, making healthcare truly accessible and effective for all.

Simply put Healthcare Simplified To \$0.

We're excited to showcase our performance and achievements in Oklahoma. Be sure to check out our full [2023 Year in Review](#) on our website.

Member Growth

Oklahoma, where ZERO was born and home to our corporate headquarters. Since launching our first employers in the state in 2016, we now support over **30,000 members!** In 2023, we saw a 20% increase in our members in Oklahoma. Two of those early employer partners of ours just **celebrated their 8th anniversaries** with ZERO and **topped \$3m in savings!**

Cumulative Member Growth

26,485	2023	+4,330
22,155	2022	+447
21,708	2021	+683
21,025	2020	+3,668
17,357	2019	+453
16,905	2018	+5,153
11,752	2017	+10,235
1,517	2016	+1,517

Employer Savings

Over our 8-year history we have supported 63 Oklahoma-based companies to achieve **\$47m savings on medical costs.** This translates to approximately \$29m saved for their employees and family members. This has allowed our employer partners to allocate their savings to other budget items including additional funds to colleges & universities, provide support services for more Oklahoma families, hire front-line workers in manufacturing companies, and better support communities across the state.

Cumulative Savings

\$46,722,034	2023	+9.6M
\$37,155,266	2022	+8.4M
\$28,738,856	2021	+7.4M
\$21,386,911	2020	+7.4M
\$14,010,640	2019	+6.3M
\$7,700,520	2018	+5.2M
\$2,463,832	2017	+2.2M
\$277,758	2016	+278K

Here are just a few of the Oklahoma-based companies ZERO is proud to support.



Provider Payments

Nine years ago, eight providers embraced the bundled payment model to lower cost. Today, all 8 remain loyal partners and are part of the 90 provider organizations supporting our members and driving savings to our employer partners. Our robust provider network in Oklahoma allows ZERO to connect members to a wide range of services from specialized heart procedures to comprehensive orthopedic surgeries and eye procedures. **In our 8-year history in the state, we've processed over \$72m in claims for our providers.**

Cumulative Paid Claims

\$72,190,485	2023	+15.6M
\$56,552,601	2022	+13.4M
\$43,198,124	2021	+11.3M
\$31,941,672	2020	+11.1M
\$20,815,675	2019	+10.7M
\$10,121,868	2018	+7.2M
\$2,914,206	2017	+2.7M
\$201,425	2016	+201K

Here are just a few of our distinguished provider partners in Oklahoma.



Member Satisfaction

Our commitment to serving our members is unwavering. We continue to innovate and expand our reach to ensure that we can meet the healthcare needs of as many people as possible, always putting our members first. We are deeply proud of our 94 Net Promoter Score and our Oklahoma members love sharing their experiences with us.

94
NPS
ZERO MEMBER NET PROMOTER SCORE

"I have used you on many occasions and always get someone on the phone that is so very kind and helpful." — Tulsa Commercial Property Management Employee

"Everything is always so quick and easy with ZERO! Very grateful for the benefit!" — Tulsa-based Nonprofit Employee

"This is one of the best experiences I have had in getting medical care." — University Employee in Oklahoma City

