WHO ARE WE?

A LEADING LOGISTICS COMPANY

With creative problem solvers who deliver integrated solutions.

We’ll find a way to deliver:

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>A can-do attitude with every shipment and supply chain solution, household move or vehicle repair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expertise</td>
<td></td>
</tr>
<tr>
<td>Options</td>
<td></td>
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</table>
OUR VALUES

CREATIVITY
We create solutions

INTEGRITY
We do the right thing

COLLABORATION
We work together

GROWTH
We grow our people and our business

EXCELLENCE
We exceed expectations

WELLNESS
We embrace total health
The ArcBest “Why” - OUR MISSION

Our mission is to connect and positively impact the world through solving logistics challenges.
Plan Execution

RIGHT CARE

RIGHT PRICE

RIGHT PLACE

RIGHT TIME

RIGHT SUPPORT
2018 CONTINUED PROMOTION OF WELLNESS SERVICES

**Video Conferencing/Telemedicine Service**
- For acute conditions and behavioral health visits
- $20 co-pay for acute care and abbreviated behavioral health visits
- $30 co-pay for initial behavioral health visit and extended visits

**Expert Second Opinion Service**
- Reach out to patients with certain planned procedures of diagnosis to make them aware of the service/benefit

**Benefits Wellness Platform**
- Keep track of annual wellness requirements
- See current deductible, out-of-pocket and claims information
- Central location for all benefits services
- Search for providers
- Smart navigation to encourage use of benefits services and activities
2019 – TWO HEALTH PLAN TRACKS

(NO CHANGES IN THIS STRUCTURE)

**CHOICE WELLNESS TRACK**
- $75 monthly premium credit for employee and spouse
- In-Net Deductible: $350/$700
- Out-Net Deductible: $650/$1300
- In-Net OOP Max: $3000/$6000

**CHOICE BASIC TRACK**
- No reduction in Premium
- In-Net Deductible: $700/$1400
- In-Net OOP Max: $3500/$7000
ArcBest – BENEFITS PLATFORM

July 2018 – Castlight launch

Activity tracker credit

Challenge

Finally, your health and benefits in one place

Register in seconds at my.castlight.com/archbest to get $35 off an activity tracker

JOIN TO WIN PRIZES LIKE A $50 AMAZON GIFT CARD!
Measuring Value

Cost Savings

Engagement

Employee Satisfaction

Health Outcomes
## 2018 Year-to-Date Wellness Results

### Wellness Participants

#### Wellness Participation (as of 10/01/2018)
- Employees – 62%
- Spouses – 58%
- Field – 45%

### Chronic Conditions

<table>
<thead>
<tr>
<th>Chronic Conditions</th>
<th># of Members</th>
<th>% of Plan Members</th>
<th>% Change from August 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes</td>
<td>401</td>
<td>4.64%</td>
<td>-2.43%</td>
</tr>
<tr>
<td>Hypertension</td>
<td>1,180</td>
<td>13.66%</td>
<td>-5.07%</td>
</tr>
<tr>
<td>Asthma</td>
<td>497</td>
<td>5.75%</td>
<td>-4.24%</td>
</tr>
<tr>
<td>Depression</td>
<td>439</td>
<td>5.08%</td>
<td>-5.18%</td>
</tr>
</tbody>
</table>
**WELLNESS SERVICES RESULTS TO DATE**

<table>
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<tr>
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<tbody>
<tr>
<td>• Over 800 visits, over 70% registration</td>
<td>• 62% Households</td>
<td>• 70% Households</td>
</tr>
<tr>
<td>• 10% of these visits are for behavioral health services</td>
<td>• 6% Utilization of Services</td>
<td>• 89% Return rate</td>
</tr>
<tr>
<td>• Minimum requirement of 500 visits in first year, we are currently 40% over this goal</td>
<td></td>
<td>• 10,604 Searches</td>
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**EMPLOYEE FEEDBACK**

**Castlight**
"I find the ease of use coupled with the amount of information at my fingertips has made this Castlight app my go to concerning anything with my wellness here at ArcBest. I strongly recommend this app.”
– ArcBest user, January 2019

- Simple
- Easy to Use
- Everything all in one place
- Best engagement for wellness challenge

**2nd.MD**
“2ndMD forwarded all of these records to a rheumatologist in NY, who diagnosed patient with Lupus and recommended they start on a Lupus medication immediately. He also suggested that I have all of my red spots removed. So far I have had 12 removed and several have been abnormal but the last one was Melanoma. They are not the typical melanoma looking spots. The dermatologist said they would have never removed these due to thinking they were abnormal spots. So the 2nd MD consultation resulted in me finding melanoma at the early stages because if it weren’t for him they would not have removed these spots and it would have eventually spread and the result would have been much different.”
– ArcBest user, 2018
Ranked Questions:

- The Company Promotes physical well-being
- I am satisfied with the Company’s employee benefits
LONG TERM RESULTS

Notable Utilization Changes from 2016-2018 for Participants continuously meeting wellness requirements for 3 year period

- Inpatient admissions have decreased for Wellness Track members by 34%.
- ER utilization has decreased 9%.
- Preventive medicine visits have increased 14%.
Key Findings

Overall compliance for all measured care gap rules increased 12 percentage points (32% trend increase)

Colorectal Cancer Screening compliance increased 46 percentage points (146% trend increase)

Prostate Cancer Screening compliance increased 15 percentage points (37% trend increase)

Preventive Office Visits compliance increased 36 percentage points (124% trend increase)

Breast Cancer Screening compliance increased 14 percentage points (22% trend increase)
Rich Krutsch
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