

John Espinola, Serving Loyally and Passionately – Video Transcript

Amy Vithayathil, Senior Business Manager, Healthcare Services, Premera Blue Cross

John Espinola (Espí), MD and Executive Vice President, Healthcare Services, Premera Blue Cross

Amy: Thanks for being here today.

Espí: I'm John Espinola. Everyone around here calls me Espí. I'm a physician and I'm the executive vice president of health care services at Premera. I work with teams that help our customers access the health care they need, and we make sure that it works better. One of the other reason I love working at Premera is because we really are part of this community. We've been in this community for decades. We actually grew up out of this community. The hospital and physician industry coming together to be able to offer affordable care to their patients. That's who we are, part of this community. That history of being part of this community is an asset that we bring to our customers every day. We can help take their concerns and needs and communicate them to the providers with whom we share this community. We all have a shared interest in making health care work better. Premera is uniquely positioned as a responsible community member to work with providers on behalf of our customers in a way that no one else can because we have the credibility, the trust and the relationships that can actually make a difference that no one else can.

Amy: Why Premera? What makes it so unique?

Espí: First it's a community of great people. Everybody I get to interact with every day comes to work to make a difference. Second thing is we care about each other. That makes a difference because if we're going to care about the people we serve, it starts with caring about each other and I think we bring that to work every day. The third thing is the culture here is one of humility and service, and I think that matters a lot when you're a not-for-profit that's based in this community trying to make a difference right here. You have to kind of be humble, have to listen, have to want to serve. I love those things about Premera.

Amy: What's the biggest reason why customers should trust Premera as their health plan?

Espí: I think a few things come to mind. The first thing that comes to mind is what I said about why I work here. It's the people we get to work with every day. They come here with a single purpose, to make health care work better for our customers. That's 3000 people who are working on behalf of our customers every day to make it work better for them. What's pretty exciting is that about 150 of those employees, so 5 percent of them are clinicians. These are people who went to training to learn about and help others with their health care problems. And they work at Premera. They work here because that's how they can make a difference for two million people every single day. That's the first thing. The second thing is we have laser focus on the customer. The customer can trust us because we're listening to them and adjusting what we do based on the feedback we get from them. Customers should trust us because the way we show up, it's all about them. We have the humility to say that we can get better and the passion and commitment to do it every day.