

Highlight Video: Discussing the New Alliance between Premera MultiCare

TRANSCRIPT

Speakers: John Espinola, executive vice president of healthcare services at Premera Blue Cross, and Bill Robertson, president and CEO at MultiCare.

John: It has to be tangibly different for the people who are getting healthcare. They have to know that, because they have that card in their wallet, things work differently and better for them. So, there will be ways that MultiCare and Premera will work together to bring synergies to our business processes. Also, sharing resources, bring in some of my team in healthcare services, and some of the clinical staff. Maybe putting them on site to simplify some of our business processes, simplify some of that care coordination, bring in technology that might allow patients to have a simpler experience of scheduling and coordinating primary care appointments and follow up. Being able to find providers that more conveniently or easily meet their needs.

Bill: Where MultiCare started a few years ago was to reframe where our mission is as an organization. The first word in our mission is the word partnering and it's towards healing and a healthy future. And when you take that as your mission then you do think about who can help you with that. The partnership that we have here with the Premera organization started with an outreach by "Espie" (John Espinola) around something totally different. It was a partnering idea—it didn't ultimately materialize into that—but it morphed into this two-year conversation that has become a product that we think is in the best interest of our community.

John: We are a part of this community just like MultiCare has been in this community for a very long time. Premera has been in this community for more than 80 years. We feel very committed to this community. So, we want to make a difference and part of that is actually playing a role in actually helping the way healthcare works. Improve so people can more predictably get the healthcare they need, avoid healthcare they don't need, and have a great experience along the way.