



# Company Improves Employee Satisfaction with New Health Plan

## NEARLY 70% ENROLL TO TAKE ADVANTAGE OF PEAK CARE EXPERIENCE

This physical and occupational therapy medicine clinic is committed to excellence by providing both quality patient care and being a desirable place to work. To meet changing employee benefit needs, Olympic Sports and Spine added Peak Care in 2019. The company continues to benefit from **reduced costs, increased transparency, and choice** that Peak Care brings to their benefits package. As evidence of a successful health plan offering, **nearly 70 percent of the staff is on Peak Care** today and takes advantage of the **convenience of local providers in the MultiCare health system**, with which the clinic is affiliated.

### Situation

As a teaching practice, Olympic Sports and Spine offers many opportunities for learning and professional development, along with attractive benefits. Since the practice first opened its doors 30 years ago, its workforce size and makeup have grown and evolved. By 2018, it had a sizeable staff who in their spare time are mountaineers, water-skiers, soccer players, coaches, chefs, singers, and snowboarders.

To adapt to changing needs, stay attractive to top talent, and uncover more affordable ways to offer substantial healthcare coverage for its employees, Olympic Sports and Spine was ready to try a new benefits strategy.

### OLYMPIC SPORTS AND SPINE

A physical and occupational therapy clinic that's also a top teaching practice for patients of all ages

#### Plans offered:

Premera PPO plan, Peak Care plan, and HSA plan

**Industry:** Healthcare

#### Organization size:

260 employees

**Number of locations:** 18

**Locations:** Pierce County, South King County

Tiffany Gutierrez, human resources (HR) director at the clinic, says, “I’ve been with the company 18 years, and we had the same preferred provider organization (PPO) plan for the majority of that time. As the cost of the PPO plan kept rising, we tried a self-funded plan, but that wasn’t a good fit for us—we aren’t big enough. At one point we offered a PPO, health savings account (HSA), and a narrow-network option, but this didn’t quite hit the mark either. We kept looking for an affordable variety of options, and that’s how we found Peak Care.”

## Solution

With Premera Blue Cross, the clinic was able to offer Peak Care, a cost-effective and sustainable healthcare solution designed for Pierce, Thurston, and Spokane County employers. “Our previous carrier had always been the one who was the most competitive and could meet our needs,” says Gutierrez. “But in 2019, we went with Premera and what they have to offer. It was a pretty easy choice for us.”

She adds, “**We chose Peak Care because affordable healthcare is important for our employees.** We have 260 staff, and everyone is so different in their needs.” Gutierrez says that a PPO plan isn’t always attractive to her younger employees who don’t go to the doctor very often, and that HSAs appeal more to employees who may have fewer medical issues. She says, “It really varies, so we wanted to offer more choice.”

A big part of Peak Care’s appeal is the partnership with the MultiCare health system. Gutierrez says, “**With Peak Care, we felt it was affordable.** We also wanted to work more closely with our affiliate, MultiCare; they have great staff and providers. With their network, **we’re guaranteed to have enough providers in our area.**”

## Impact

The HR director says Peak Care’s low deductible plan option is especially popular with employees who have children: “We have a lot of younger staff that are starting families. Giving them an opportunity to choose what was best for them was important.”

Employees like the choice that Peak Care offers and feel supported by the diversity of multiple plan options. As of 2020, nearly 70 percent of the staff is enrolled in the Peak Care plan.

Through Peak Care, Premera and MultiCare can help employers take control of their employees’ basic health needs while better managing their own costs.

## Conclusion

The clinic’s diverse staff is taking advantage of Peak Care’s modernized, streamlined healthcare experience and expanded plan options. Management and employees alike benefit from reduced costs, increased transparency, and plan options that fit their needs.

“We chose Peak Care because affordable healthcare is important for our employees. We have 260 staff, and everyone is so different in their needs—now we can give them a choice.”

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Peak Care, brought to you by Premera Blue Cross and MultiCare, reduces cost, enabling employers to offer comprehensive, affordable coverage for employees and their families.