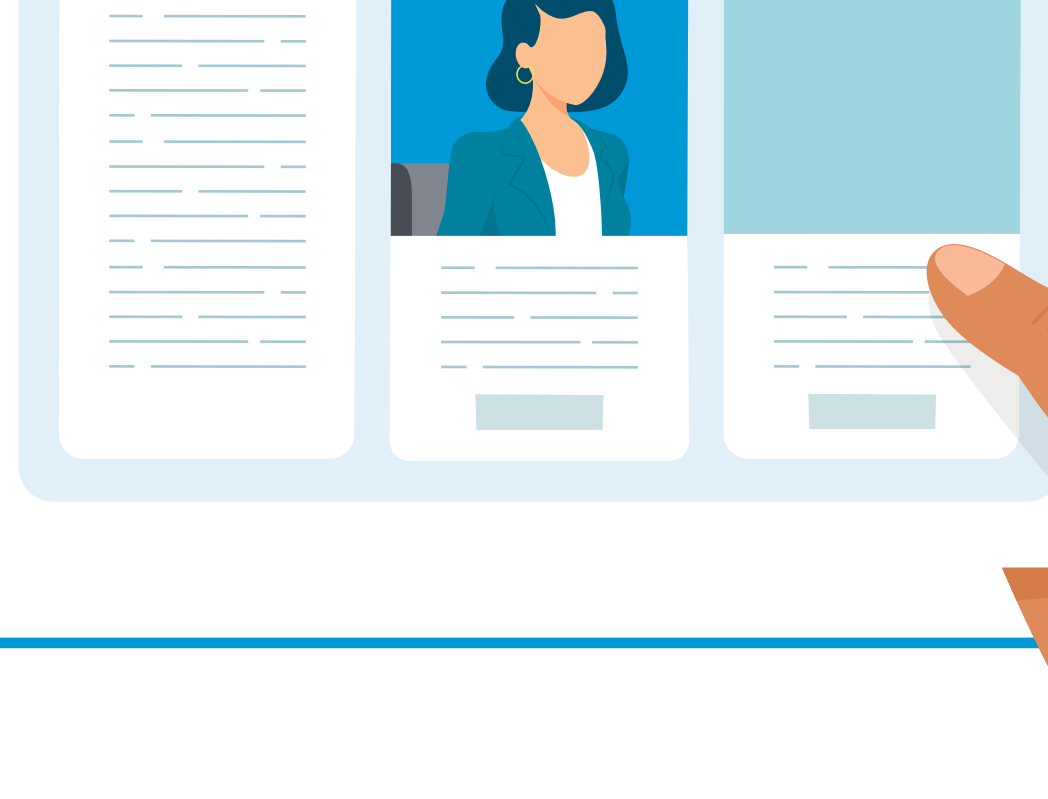


# PREMERA UNWRAPPED

## 2025

### 3,103

lists were made for members using **Matchmaker™ for Behavioral Health**



### 63%

of members using **Matchmaker for Behavioral Health** scheduled an appointment with a provider

### 6-second

reduction in average **premera.com** load time



### 10%

decrease in **customer service calls**



### 16%

of prior auth requests **automatically APPROVED** with AI



### 0%

denied. We **do not** use AI for denials



### 100+

wellness discounts made available to members **through Blue 365**

### 31

**mobile mammography screening events** were made available to members



### 66,100

**colorectal cancer screening home test kits** were made available to members with need

### 400,000

members received **personalized communications** about clinical quality-related topics



### 26%

increase in **digital outreach** for clinical quality communications



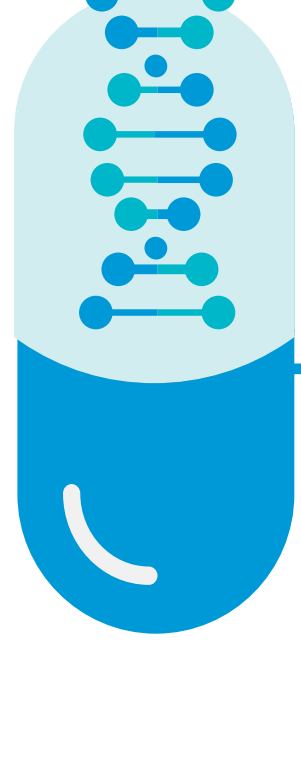
Participated in

### 12 panels

**focused on improving healthcare**

### 5

**non-profit partners** promoted on our new **Healthy Communities** resource page



### 97%

of eligible members **transitioned from Humira to a biosimilar**

### 8

new **Preferred Choice** plan options

### 907,890

members had their **preventive wellness visit**



We helped

### 23,186

members manage their prediabetes, diabetes, and hypertension.



## PREMERA HMO

### 9

new **resource pages**

### 9

issues resolved through our **consumer advisory council**



## Kinwell

PRIMARY CARE

### 88.4

NPS score for Kinwell | **2X the industry avg.**

### 87%

of Kinwell patients are seen **within 30 days**  
**67% within 10 days**


### 7 to 10%

**total cost of care savings\***

### 30%+

increase in **Kinwell visits** (overall)

\*Based on Kinwell attributed members

**PREMERA | **  
**BLUE CROSS**  
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