



2015

The year
of you

Regence BlueShield of Idaho
is an Independent Licensee of the Blue Cross and Blue Shield Association

A word from Scott Kreiling

Plan President

Regence BlueShield of Idaho



“Consumers rightfully expect everyone involved in the health care system to get along and to be able to work together toward common goals. It’s been really exciting to see our company and the state’s providers respond to that consumer expectation in such a positive way. We now have multi-year agreements with hospitals and physician groups in all quarters of Idaho that base pay on consumer values like safety, quality and affordability—not just on the volume of services provided. For individual consumers and employers, this new payer-provider partnership delivers real improvement in the predictability of their health care costs.”

Last year, we spent a lot of time listening. To our providers. To our partners. And especially, to you. And here’s what we heard.

We heard that you wanted to get your health care costs under control without sacrificing quality. So last year, we set out to change outdated compensation models and introduce a new system that rewards physicians and hospitals for their patient outcomes.

We heard that you wanted tools to live a healthier lifestyle. So we introduced Regence 360Me, an innovative workplace health and productivity improvement product that has employers and employees tremendously excited.

And we heard that more and more of you are struggling to care for an aging or ill loved one. So, we responded by ramping up the nation’s most comprehensive palliative care benefit.

As we look to the year ahead, you have my promise that we will continue to focus on what’s best for you and your family. And we will continue to bring to market innovative solutions that make your life better in every way possible.



2015

in numbers

8,002
in-network providers



133k
members



70
years in business



\$433.4M
in member premiums



552
employees



878
in-network facilities





Value-based provider agreements offer many patient benefits

Last year, Regence BlueShield of Idaho worked hand in hand with physicians and hospitals to find ways to contain costs and improve the quality of care. Our focus was to change outdated compensation models by moving to an approach where providers are paid based on the quality of their care.

As a result of our efforts, major independent physician groups across the state have agreed to adopt value-based Total Cost of Care agreements. This system rewards physicians not just for the number of patients they see, but also for the positive outcomes they achieve and for their efforts to use your health care dollars more efficiently.

Major hospitals have also jumped on board by agreeing to adopt value-based reimbursement. This collaborative approach and more open system of information sharing has allowed everyone involved to identify and implement new and better ways to realize the triple aim of health care transformation—better managed costs, improved patient outcomes and improved patient satisfaction.

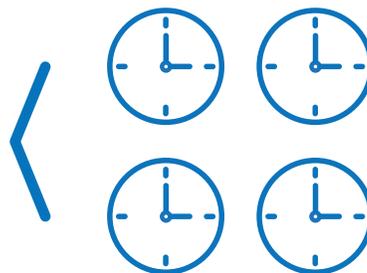
For you, the patient, the change will provide a wide range of benefits, including more predictable costs, improved safety and better quality of care.

In the coming years, we expect even more providers to adopt this compensation agreement, which means the high quality of care you now receive will only get better.

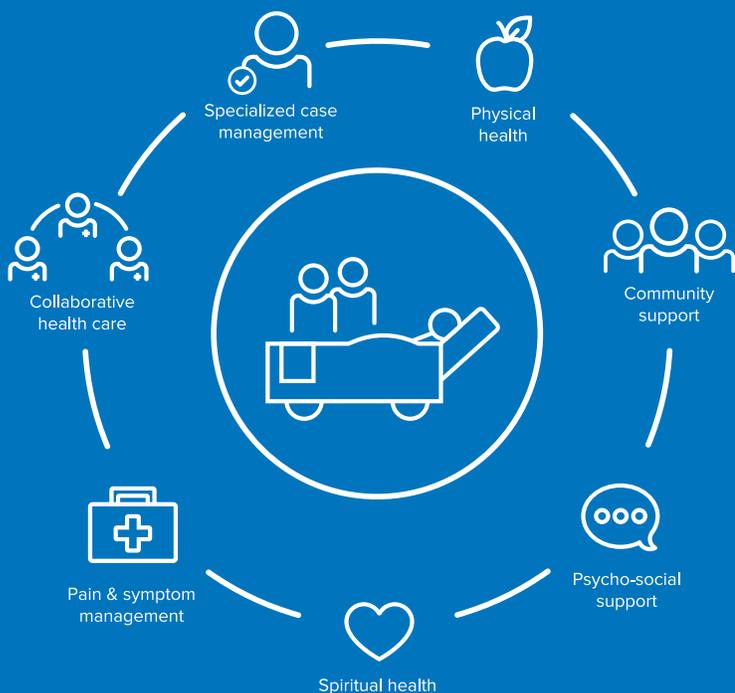
Average wait times



Urgent care
20 minutes



Emergency room
4 hours



Palliative care

With one in four Americans caring for an aging parent or a loved one with a serious illness, the issue of advance care planning has never been more in focus.

Last year, we at Regence stepped to the forefront of this important issue by making palliative care and goals-of-care discussions a priority throughout the cities and towns we serve.

Through community engagement, we worked to help people understand this evolving medical specialty and identify the resources that might be available to them.

Between the talks and the discussions, we also took bold action. Last year, we expanded the nation's most comprehensive palliative care benefit, which gives families an extra layer of support from diagnosis through all stages of illness.

For businesses, this wraparound coverage helps reduce absenteeism and increase productivity for employees acting as a key caregiver. For employees, it provides peace of mind in knowing that they can give their loved one great care when it's needed most.



Regence 360Me improves workplace health, productivity and morale

The 2015 launch of the Regence 360Me health and wellness product was met with great enthusiasm and excitement by employers and employees all across Idaho.

2015

financials

\$369.9M

health care spend



Designed to improve workplace health and productivity, Regence 360Me provides employees with personalized solutions to meet them wherever they are on their journey toward good health.

Regence 360Me was designed to empower employees to live healthier lives on the job, at home and at points in between. And while this wellness product clearly benefits employees, it also serves the interests of employers by lowering absenteeism rates and improving morale.

The product includes online wellness tools, easy integration with wearable fitness devices, and Regence-trained consultants who work with employees to develop a plan, set goals and track progress.

\$3,469

average paid in claims per member

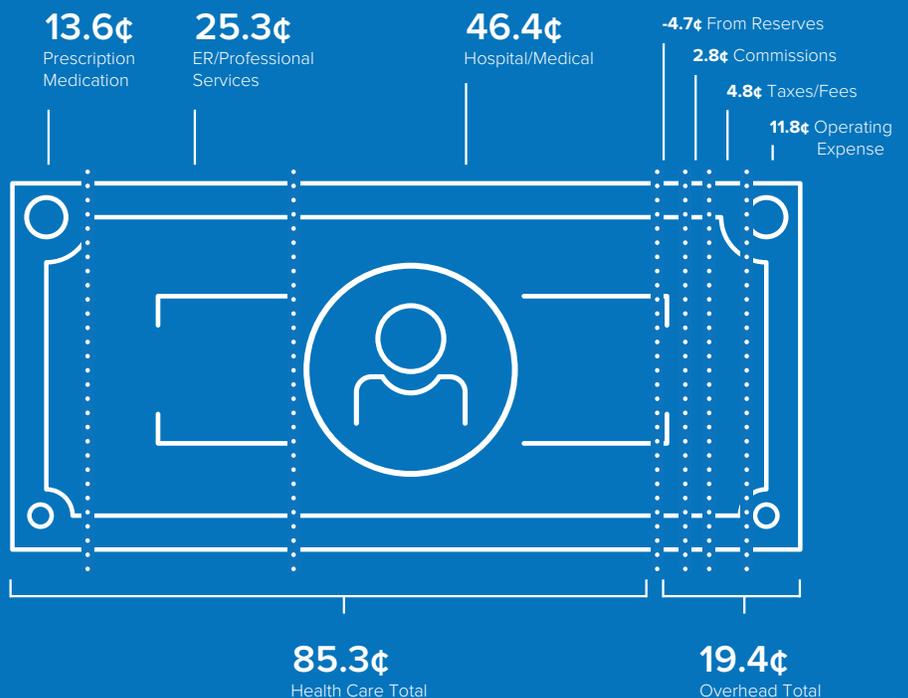


2.7M

claims processed



Where your Regence premium dollar goes





Giving back to the community

At Regence BlueShield of Idaho, we are Idahoans first and foremost. We live here. We work here. And the issues that are important to you are important to us.

2015

in giving back



67%

Regence employees participating in the annual giving campaign



\$517,364k

invested



1,177

hours donated



151

organizations benefiting

We love Idaho. We especially love the people of Idaho. You are our neighbors and friends. So, we want to make a difference in your lives by giving time, talents and financial resources to improve the communities where we live.

Last year, we invested \$517,364 in progressive programs throughout the state, supporting partners like Community Action Partnership, The Idaho Food Bank, and Ronald McDonald House Charities of Idaho.

We partnered with Twin County United Way in Lewiston. We encouraged a healthy lifestyle by sponsoring the Ironman Coeur d'Alene, specifically the Kids Fun Run for our young athletes and the bike course for triathletes.

We grilled cheese sandwiches for children at local Boys & Girls Clubs. We delivered food to seniors through Meals on Wheels. We adopted a street. We encouraged children to read by donating books throughout the year.

And guess what? We're just getting started. Here's to a bigger and better 2016.



Reflecting and looking ahead

The year 2015 was one of promise and progress. As we move forward, we will strive to build on our successes to further address the needs of our members and our communities. Look for us to bring new products and ideas to market. Look for us to work harder than ever to contain costs. And look for us out in Idaho's communities, volunteering our time and our talents. Here's to a strong 2016 and beyond.



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