



Asuris Northwest Health

2019 Annual Overview



Letter from the president

Dear Neighbor,

For 86 years, our commitment to keep Eastern and Central Washington communities healthy has never wavered. Our long legacy means we are a proven and stable partner with an unparalleled connection to the community. Our employees are based in Spokane, where we are headquartered, and in Yakima. We not only serve our customers here but we raise our families here.

Our award-winning customer service and care management teams ensure you are well cared for. We maximize every cent of your health care dollar through diligent cost stewardship, and we innovate through digital solutions that allow you to access your provider without going to the doctor's office.

At Asuris, we are passionate about serving Eastern and Central Washington, and we are passionate about keeping our members healthy and helping them navigate the health care system.



Brady D. Cass
President, Asuris Northwest Health

2019 in numbers



35,681
members



25,320
member calls



\$60,000
invested in
the community



7,683
in-network
providers



152
in-network
facilities



86 years
serving Eastern and
Central Washington



525,000
claims
processed



\$4,385
paid in claims
per member

What we've been up to

Here are some of the ways we helped members in 2019:

Cost stewardship makes care more affordable

We're constantly working to find new ways to lower the cost of care and help you save money. Through our cost stewardship program, we pinpointed key areas for improvement, like streamlining the pre-authorization process, ensuring you get the right medication at the right price, reducing unnecessary care and helping you minimize the risk of complications.

Nurse Insights makes care more personal

With Nurse Insights, care managers efficiently guide you through your care plan and help take the weight off your shoulders. Coordinating care and communicating with providers is made simpler through an integrated system that gives your care team a more complete picture of your health history.

Better incentives for better results

Improving care starts with forging strong partnerships with providers and hospitals—partnerships that measurably improve health. We do this by entering into value-based arrangements that reward providers based on the health of their patients, not the number of patients they treat or services they provide. This approach delivers higher-quality care and an improved overall experience.

Payment integrity drives savings

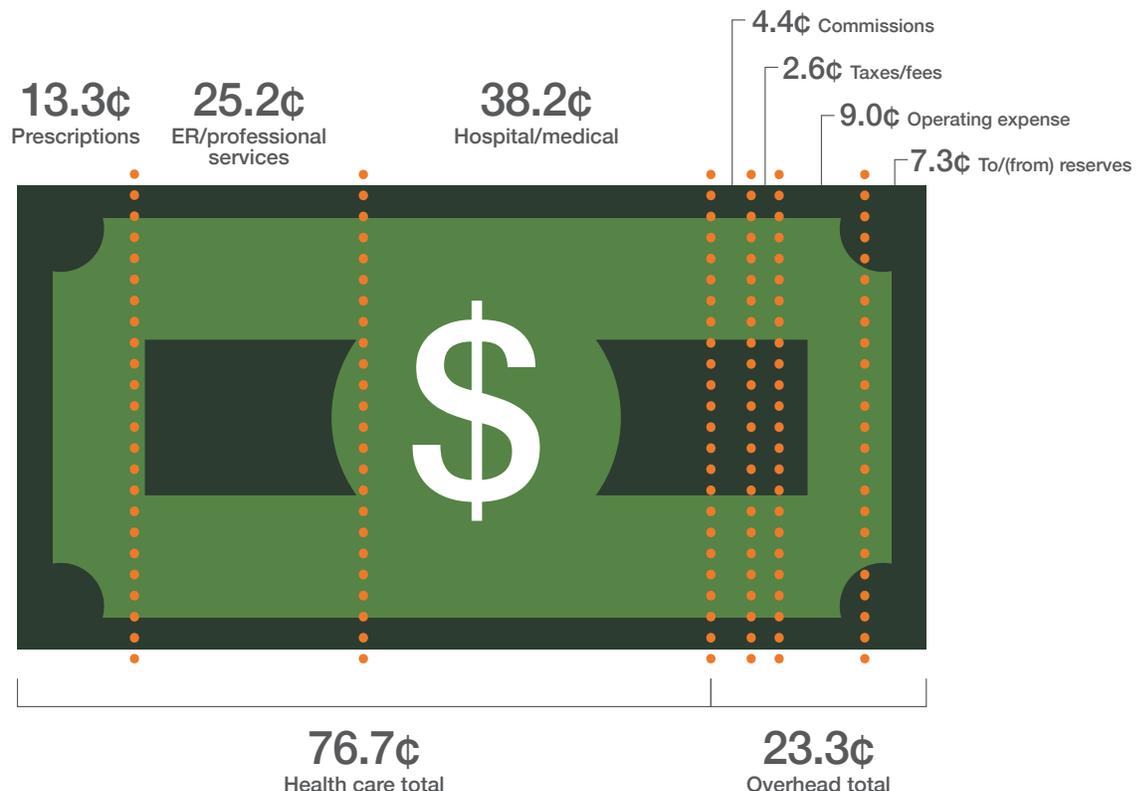
Backed by the power of data science, we are more effectively identifying payment issues, intercepting fraud and abuse attempts, and delivering more value to you. An in-house team of registered nurse auditors, coders and pharmacy technicians reviews high-risk claims and performs up to 14 types of clinical and quality reviews to ensure accuracy and proper payment to providers.

Making the most of health care dollars

As a tax-paying nonprofit, our sole focus is on helping people today and for generations to come.

We answer to our members, not shareholders.

Where each Asuris premium dollar goes



Giving back

We're proud to support organizations in Eastern and Central Washington that help keep people healthy. One example is Ronald McDonald House Charities of Inland Northwest. We've supported the organization for the last several years, including 2019, because we believe in its mission of providing temporary lodging, comfort and support for families with critically ill or injured children accessing medical services in Spokane.

Our employees are also excited to personally support causes, annually participating in Tom's Turkey Drive (benefiting Second Harvest), Tree of Sharing and Habitat for Humanity house builds.



Looking ahead

We are committed to providing our members with access to care in the manner that is most comfortable to them, whether it be traditional means like the doctor's office, or via telephone, video, text message, or a home health visit. We want to break down barriers and help our members navigate the complex health care system by providing solutions that work for them. Health care is personal, and every day we look for ways to improve our members' experience.

