



Asuris Northwest Health

2020 Annual Overview



Letter from the president

Dear Neighbor,

At Asuris, we're proud of our 87 years helping keep communities across Eastern Washington healthy. While 2020 was one of the most difficult years in our country's history, we relied on our deep ties to both our customers and our community to provide a measure of certainty and stability.

Whether it was support for our members or help for our providers, Asuris met the community where it was at during a period of crisis. We who work at Asuris live in Spokane and Yakima, and we're committed to this region not just because of our jobs, but because our lives, our families and our hearts are here.

We're still not out of the woods in this pandemic. Even when we are, Asuris will be here to help make your health care experience better. That has been our commitment for nearly nine decades in Eastern Washington, and that will continue to be our priority.



Brady D. Cass
President, Asuris Northwest Health

2020 in numbers



33,635
members



26,538
member calls



\$66,000
invested in
the community



8,495
in-network
providers



157
in-network
facilities



87 years
serving Eastern and
Central Washington



521,000
claims
processed



\$4,326
paid in claims
per member

Helping our community during COVID-19

Asuris is part of a family of affiliated health plans that serve more than 3 million people across Washington, Idaho, Oregon and Utah. Here's how Asuris and its affiliated health plans offered certainty during uncertain times in 2020.

Supporting members: As the pandemic gripped the region, we employed a combination of ingenuity, technology, education and targeted communications to ensure our members were supported. We made sure they had access to the health care they needed by covering more than \$110 million in COVID-19 testing and treatment with no out-of-pocket costs, expanding access to telehealth, and contacting our high-risk members to offer support and guidance.

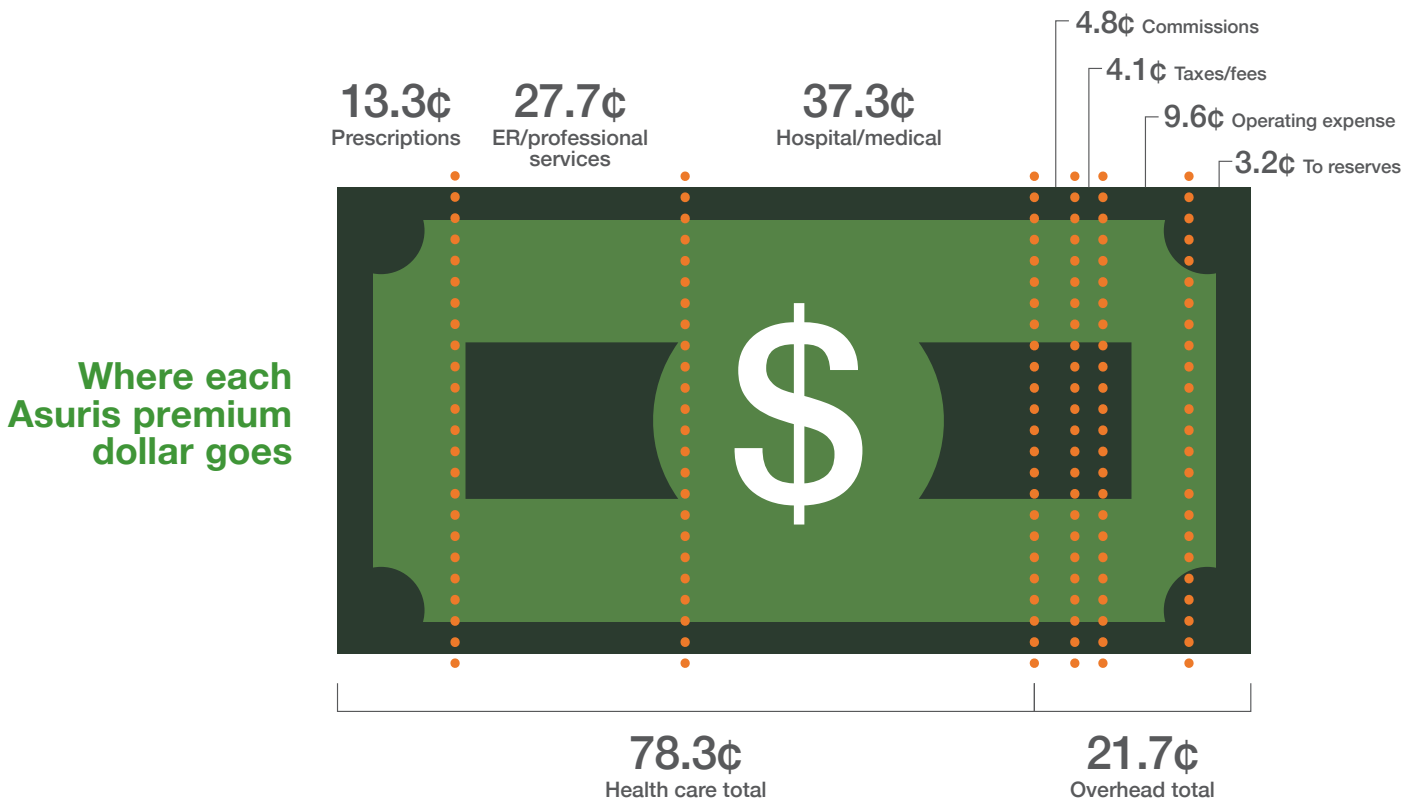
Helping employers: We worked hand in hand with our employer partners to provide guidance and resources that helped keep their employees safe and their businesses economically viable. We offered grace periods on premiums for those struggling financially and provided \$35 million in premium credits to health plan customers across the four-state footprint.

Collaborating with providers: Doctors, nurses, therapists and countless others were the true heroes of 2020, and we celebrate their service and sacrifices. Asuris has taken a number of steps to support and collaborate with our provider partners to enable better, safer and more-efficient care for those we collectively serve. These changes include reimbursing virtual care at the same levels as in-person visits and expediting provider claims payments.

Caring for our employees: Everything we do to support our members, business partners and communities starts and ends with our employees. We made sure our own employee community was safe, healthy and supported, implementing a quick shift to remote work, offering flexible schedules and providing financial assistance when needed.

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.



Giving back to those we serve

In 2020, our community investments in Eastern Washington nonprofits supported the health care safety net and addressed key social determinants of health, like food insecurity and access to housing. This included support of Second Harvest, which ensures people in Eastern Washington have access to the food they need to live a life full of the activities and relationships they love.



Looking ahead

The impacts of the COVID-19 pandemic will be here for years to come, from economic impacts to growing urgent behavioral health needs in our communities. Asuris will continue to provide hope and support, meeting the evolving needs of the communities we serve.

