

Regence 2021 Annual Overview

A message from Claire Verity



Through the challenges of the past year, Regence BlueShield kept our promise to put people first. After more than a century in Washington, our commitment to health, people and community still guides how we serve you, during a pandemic and beyond.

We remain focused on transforming how you access and experience health care. We align with providers to bend the cost curve to make care more affordable, personalized and effective. Our local, award-winning customer service professionals ensure that members are fully supported, and that we continue to deliver the renowned service our members expect from us.

The pandemic has led to widespread changes in how people access care, and with our commitment to innovation and technology, we are well positioned to serve the evolving needs of our members.



The advantage of Blue®

We're powered by the Blue Cross Blue Shield Association, the most trusted name in health insurance.

79%
of Fortune 100
companies

95%
of providers
nationwide



We support Washington nonprofits that are advancing health equity by addressing the socioeconomic challenges that prevent people from living their healthiest lives. This includes a focus on organizations that are increasing access to behavioral health care and deploying the COVID-19 vaccine to communities in need.

Thank you for your trust in us during a demanding year. We value your partnership as we all look toward a hopeful future.

Claire Verity
Market president
Regence BlueShield

2021 by the numbers



104 years
serving Washingtonians



1.47M
people served



1,840
employees



\$1.94B
in member premiums



42,842
in-network providers



700
in-network facilities

Caring for our communities

Together with our corporate foundation and employees, we're committed to investing in the people we serve. In the past year, we focused on advancing health equity and behavioral health.

\$2.2M to Washington nonprofit organizations

39 employees serving on the boards of Washington nonprofit organizations

1,790 employee volunteer hours



2021 financials



\$1.64B in health care spend

19.08M claims processed

\$3,502 average amount paid in claims per member

Where our members' premium dollar goes

