



PERFORMANCE BY US

Meet Michele Miller, Operations Reporting and Performance Analyst for Regence BlueShield of Idaho.

Michele is married, has five children, a son-in-law and "the best grandson in the world." She also has a golden retriever named Hunter, and enjoys reading, crocheting, camping and spending time with her family.

"I love living in the Lewis-Clark Valley, because there is a 'small-town' feel to our community – but there is easy access to outdoor activities, shopping, sporting events, all kind of activities usually within just a few hours' drive."

She has been with Regence for 31 years.

"I look at the different ways our Customer Service professionals interact with our members, their representatives and their providers, and help ensure that we meet our standards around accuracy and quality. I do reporting on those metrics, which often results in improvements to those interactions."

"I work with a great team of people, who are all focused on creating the best member experience we can. And I love that I can see a connection from my work to the experience that our members have with our company."



INSURED BY US

- **75** years serving our Idaho neighbors.
- **83.1%** operations & capital dollars spent in Idaho.
- **630** employees in Idaho.
- **\$11.5 Million** cash taxes paid to state of Idaho.
- **\$2,200,000** funds invested with Idaho nonprofits.
- **2.3 Million** claims processed for members.

Buying LOCAL has never been more important. Please join the recovery.

**Buy local
and make
a difference.**



LEWISTON TRIBUNE



SUPPORTED BY US

"We wouldn't be here if not for the community (shopping) local. We employ 46 people who depend on our community to shop here for their livelihood. There isn't a better feeling than helping someone make their life better with the goods and services we provide. ... We also buy our goods and services within the (Lewis-Clark) Valley, which in turn helps those businesses."

— Cindy Wendt-Wyatt and Lisa Byers, co-owners of Wasem's Pharmacy and Home Medical in Clarkston

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