

EMPLOYED BY US



Meet Jackie Heaven-Ah Hi, Vice President of Customer and Provider Service at Regence BlueShield of Idaho.

Originally from New Zealand, Jackie moved to Lewiston in 2002 with her husband, Tai, who was born and raised here. They have been married for 21 years and have two children, Tiana, 20, and Little Tai, 15. They also have a cat, Tom, who is "very much part of our family."

Jackie has been with Regence since 2005. "My role is to support our Commercial Customer and Provider Service team in Health Plan Operations. ... My work focuses on ensuring that our teams put the customer first, working with empathy and efficiency to resolve their issues quickly."

Jackie appreciates that Regence is a "person-focused" company.

"It's an organization that lives by the cause and has a commitment to bring that to life in serving our customers. This also in turn is how Regence is dedicated to be there for employees by investing in talent internally and being there in critical times. During COVID, employee safety has been a priority focus of the organization."

"It's an employer that cares."



Regence

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And that's sorta the same thing.

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- 75+ years serving our Idaho neighbors.
- 87% operations & capital dollars spent in Idaho.

- 500 employees in Idaho.
- \$2,200,000 funds invested with Idaho nonprofits.
- 2.3 Million claims processed for members.

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