



“ We use Everbridge as a tool to communicate with our staff because our staff are most important. We have to make sure that they’re safe, they’re out of harm’s way and we’re able to do that by communicating any kind of instance that may occur that affects our facility or possibly them as they come in to work or leave work.”

Joe Layman  
**Molina Healthcare**

## OVERVIEW

Molina Healthcare is based in Long Beach, California, with offices and companies in 17 states across the U.S. Founded in 1980, the company provides Medicaid and Medicare services to more than 1.8 million members. Molina Healthcare has used Everbridge for over five years to communicate with staff members about numerous types of incidents to ensure they’re informed and safe.

## PROBLEM

Molina Healthcare needed a communication tool that allowed them to get in touch with employees to provide information and updates during incidents that could impact them in any way.

## SOLUTION

Molina Healthcare chose the Everbridge Unified Critical Communications Platform for staff communications. With Everbridge, Molina Healthcare is able to communicate with employees via multiple paths so the right message gets to the right person at the right time.

## Q&A with Ralph Davis and Joe Layman of Molina Healthcare



### WHAT COMMUNICATION CHALLENGES HAS THE EVERBRIDGE SYSTEM HELPED ADDRESS?

Some of the challenges that we've identified in communication involve our emergency response processes. We have a number of employees who work in large office buildings. Typically, they're assigned to cubicles, but if they're at a certain level on the management side, they have their own office, separate from the rest of the cubicles.

What we don't have is a consistent mechanism to communicate with all of these employees and work spaces during an emergency. Some places may have an overhead announcement system, but we do not have this technology consistently installed throughout all our facilities. Even if we did, we don't necessarily have a centralized mechanism to collect the emergency information and then make the announcement like an operator would in a hospital setting. That's one of the challenges we're trying to address. How can we coordinate and use the tools that we have, and, what are the things that we can do to make those tools more effective?

### WHAT TYPE OF INCIDENTS REQUIRE THE USE OF THE EVERBRIDGE SYSTEM?

The range of incidents that we've experienced so far is broad, but a lot of them occur "outside the building", if you will. These events are environmental or weather related, such as hurricane threats, snow storms, blizzards and even ice storms. This is information you can typically anticipate, and that's why we decided to use Everbridge. Their critical communication solution enables us to prepare for these critical events and ensure we communicate consistently and efficiently with all of our staff members.

The first quarter of this year, across our whole organization, we had 63 different incidents where we either closed early, closed for a day or more, or opened after a delay. We used Everbridge in all of those instances to communicate the right message to our staff, informing them with the information they needed to either do their job effectively, or more importantly, ensure their safety.

### HOW DO YOU PLAN TO USE EVERBRIDGE IN THE FUTURE?

What I'm investigating now is the new IT Alerting tool that Everbridge has to see how we can incorporate the IT team in to our critical communications process. IT could use this for their on-call staff to alert them when there's what we call, a "sev-1 incident". This is when a critical or tier 1 application goes down. We have 17 states that may be using the same application so the labor part of this outage alone can be significant. When we look at the cost of downtime, that number goes up even more quickly. Our goal is to use that module of Everbridge to save costs and improve response times.

Overall, it is important to ensure that any incident that impacts our critical business functions, including our IT applications, is addressed in a timely manner so that we can get them back up and running. It's all about business continuity and continuity of operations to ensure we're taking care of our staff, clients and all of the members that we support.

### About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

