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Successful work from home transition at COVID-19 onset allows Prime Therapeutics to create fully remote workforce in Albuquerque

EAGAN, Minn. – July 15, 2020 – Prime Therapeutics LLC (Prime), a pharmacy benefit manager (PBM) serving more than 30 million members nationally, will be moving its Albuquerque staff to work full-time from home following a successful transition to work from home status during New Mexico’s COVID-19 shelter in place order this spring.

This change will help Prime operate as efficiently as possible without sacrificing performance, productivity and morale. In a recent companywide employee survey, nearly 75% of staff said they preferred primarily working from home. Additionally, 97% of workers companywide said they were more or equally as productive working at home as in the office. Productivity has increased by 10% while attrition has decreased by 60% since transitioning to work from home.

“Prime took quick, decisive and bold action to move to a remote environment in mid-March to protect the health and safety of our workforce from COVID-19 exposure,” said Dustin Cheek, vice president of operations at Prime. “Teams responded incredibly well, and it is because of that success, that we are able to move virtually the remainder of our Albuquerque workforce to full-time work from home status. I am confident we can continue serving our clients and members effectively through this model. And with approximately 250 full time employees in the area, we remain committed to Prime’s presence and being an employer of choice in Albuquerque.”

The Albuquerque facility, located at 4411 The 25th Way, housed approximately 140 Prime staff members in clinical review and operations roles. Another 100 plus employees had previously been working from home in and around the Albuquerque area prior to New Mexico’s COVID-19 shelter in place order.

About Prime Therapeutics

Prime Therapeutics LLC (Prime) makes health care work better by helping people get the medicine they need to feel better and live well. Prime provides total drug management solutions for health plans, employers, and government programs including Medicare and Medicaid. The company processes claims and offers clinical services for people with complex medical conditions. Prime serves more than 30 million people. For more information, visit www.primetherapeutics.com or follow @Prime_PBM on Twitter.

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