



GWINNETT PLACE COMMUNITY IMPROVEMENT DISTRICT

Media Release

FOR IMMEDIATE RELEASE
Contact: Joe Allen
Jallen@gwinnettplacecid.com
678-924-8171

KAISER PERMANENTE TO CREATE 600+ JOBS IN GWINNETT COUNTY

Health care provider to invest \$51 million in new Duluth contact center

The Gwinnett Place Community Improvement District (GPCID) welcomes Kaiser Permanente and more new jobs to Gwinnett's central business district. Kaiser Permanente, an integrated provider of health care and coverage, will create more than 600 jobs and invest \$51 million to retrofit a facility on Breckinridge Boulevard to serve as a Member Service Contact Center. Situated on an 18-acre site, the current 185,000-square-foot office complex will be redesigned to meet requirements for LEED certification. In addition to hiring more than 600 new employees to handle calls related to insurance coverage and billing, Kaiser Permanente is relocating approximately 300 Georgia-based appointment schedulers and advice nurses to the new facility in the Gwinnett Place area. The contact center, which will support Kaiser Permanente members across the country, is slated to open this fall.

"The Kaiser Permanente Gwinnett Comprehensive Medical Center has been an important member of the Gwinnett Place Community Improvement District for many years," said Joe Allen, GPCID Executive Director. "We welcome their continued investment in the area."

"The health care industry is an economic driver in Georgia," said Governor Nathan Deal. "Kaiser Permanente's devotion to bettering the lives of citizens through innovative health care services makes the company a good fit for Georgia. The state looks forward to continuing this partnership with Kaiser Permanente as it further expands and produces a positive impact on Georgia's economy."

“Kaiser Permanente has been caring for metro Atlanta residents for 30 years, and we are excited to be able to help this region’s economy thrive as well,” said Julie Miller-Phipps, president of Kaiser Permanente of Georgia. “By expanding our footprint in metro Atlanta, we are showing just how committed we are to bringing our unique model of care to this region.”

Last year, the health care organization announced plans to open a new IT facility in Midtown this spring, which is expected to create 900 jobs by 2019. Kaiser Permanente provides care and coverage to more than 10 million members across the country, including nearly 300,000 in Georgia. Existing contact centers are based in California, Colorado, Hawaii and Maryland.

“Kaiser Permanente’s decision to invest in Gwinnett speaks to the strength of our community and the economic vitality of this area,” said Gwinnett County Board of Commissioners Chair Charlotte Nash. “With access to a skilled workforce and significant infrastructure, companies like Kaiser are able to successfully grow and expand their business with confidence.”

“This announcement is yet another excellent example of how the many attributes of Gwinnett continue to draw companies to expand into our community,” said Andrew Carnes, Director of Economic Development. “Companies such as Kaiser Permanente recognize Gwinnett County as a prime location to better reach national markets and grow their business.”

Lindsay Martin, director of existing industry and regional recruitment at the Georgia Department of Economic Development (GDEcD), assisted Kaiser Permanente on behalf of Georgia in conjunction with the Metro Atlanta Chamber, Partnership Gwinnett, Georgia Power and Jones Lang La Salle.

“It is no surprise that Kaiser Permanente is choosing to open their new Member Service Contact Center here,” said GDEcD Commissioner Chris Carr. “Our abundant pool of talent and No. 1 business climate create an ideal location for a fast-growing company to increase quality service and remain competitive.”

###