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UPMC *for You* Ranks 10th Among the Nation's Medicaid Plans and First in Pennsylvania

PITTSBURGH (Oct. 21, 2010) – UPMC Health Plan's Medicaid plan finished among the highest-ranked health plans in the nation for effectiveness of care, member satisfaction, and plan operation according to a report released today by the National Committee for Quality Assurance (NCQA).

UPMC *for You*, the Medicaid program for UPMC Health Plan, ranked 10th in the nation and first in Pennsylvania in NCQA's Health Insurance Plan Rankings for 2010-11 for Medicaid plans. UPMC *for You* received the highest possible score in the category of customer satisfaction.

UPMC *for You* has been the top-ranked Medicaid plan in Pennsylvania for six of the seven years that the NCQA has ranked Medicaid plans. The NCQA ranked 104 Medicaid plans nationally for its report.

"We are pleased to be recognized by NCQA because that recognition reflects the fact that we deliver for our members," said Diane P. Holder, President of UPMC Health Plan.

John Lovelace, President of UPMC *for You*, adds, "Providing access to quality care when our members need it is our goal every year and recognition of this kind proves that we are doing a good job of that."

NCQA is a private, not-for-profit organization dedicated to improving health care quality. It evaluated over 700 health plans and ranked 500 of those based on clinical performance, member satisfaction, and NCQA Accreditation. Its 2010-11 rankings will

be published in the November issue of Consumer Reports magazine and will also be available at Consumer Reports' health site, www.ConsumerReportsHealth.org.

About UPMC Health Plan

UPMC Health Plan, the second-largest health insurer in western Pennsylvania, is owned by the University of Pittsburgh Medical Center (UPMC), one of the nation's top-ranked health systems. The integrated partner companies of the UPMC Insurance Services Division – which includes UPMC Health Plan, UPMC Work Partners, *LifeSolutions* (EAP), *UPMC for You* (Medical Assistance), and Community Care Behavioral Health – offer a full range of group health insurance, Medicare, Special Needs, CHIP, Medical Assistance, behavioral health, employee assistance, and workers' compensation products and services to nearly 1.3 million members. Our local provider network includes UPMC as well as community providers, totaling more than 80 hospitals and more than 7,600 physicians in a 29-county region. For more information, visit www.upmchealthplan.com.

About the National Committee for Quality Assurance

Celebrating its 20th anniversary in 2010, NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers, and researchers.

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