

UPMC HEALTH PLAN

Contact:

Gina Pferdehirt
Director, Public Relations & Community Relations
UPMC Health Plan
412-454-4953
pferdehirtgm@upmc.edu

**UPMC Health Plan Ranked Highest In Member Satisfaction in Pennsylvania Region
By J.D. Power and Associates**

PITTSBURGH (March 17, 2011) – UPMC Health Plan earned the highest ranking for overall satisfaction by a health insurer in Pennsylvania in 2011, according to a study on member experience by J.D. Power and Associates, the nationally recognized market research company.

UPMC Health Plan's strong performance was particularly impressive because it came in the highly competitive Pennsylvania region. J.D. Power and Associates divided the nation into 17 regions and found that members in Pennsylvania were among the most satisfied with their health plan experience overall.

UPMC Health Plan ranked highest, above 10 other health insurers in the region, primarily as a result of its strong scores in all measured factors, including in information and communication, approval processes, provider choice, and customer service.

"We're very proud of this recognition from J.D. Power and Associates. The study found that members of health plans that are part of an integrated delivery system, such as UPMC, are more satisfied because they have a better understanding of their coverage and the processes necessary to receive services," said Diane P. Holder, President and CEO of UPMC Health Plan. "For example, UPMC ranked highest in key factors like *Information and Communications* and *Approvals*."

"Our goal is to provide our members with the highest quality health plans at affordable rates with unparalleled service," says UPMC Health Plan Chief Operating Officer Mary Beth Jenkins. "Our focus is always on our members. We listen to our members and do

everything we can to make sure they receive the best health plan experience we can provide them. This recognition by J.D. Power and Associates is affirmation of those efforts.”

Health plans were measured in terms of performance in seven key drivers of satisfaction: coverage and benefits, provider choice, information and communication, claims processing, statements, customer service, and approval processes. Health plans were also measured for consistency in meeting 10 key diagnostic performance indicators, and also its brand image rating.

About UPMC Health Plan

UPMC Health Plan, the second-largest health insurer in western Pennsylvania, is owned by 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 WorkPartners, *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 1.5 million members. Our local provider network includes UPMC as well as community providers, totaling more than 125 hospitals and more than 11,500 physicians throughout Pennsylvania and parts of Ohio, West Virginia, and Maryland. For more information, visit www.upmchealthplan.com.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.