

UPMC HEALTH PLAN

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UPMC Health Plan Ranks Among the Nation's 'Highest-Rated' For Its Commercial and Medicaid Plans

UPMC *for You* Earns Top 10 Ranking for Medicaid Plans

PITTSBURGH (Sept. 21, 2011) – UPMC Health Plan's commercial and Medicaid plans once again finished among the highest-ranked health plans in the nation, according to a report released this week by the National Committee for Quality Assurance (NCQA).

For a second consecutive year, UPMC Health Plan's Medicaid program, UPMC *for You*, ranked first in Pennsylvania and 10th in the nation in NCQA's Medicaid Health Insurance Plan Rankings for 2011-12. UPMC *for You* had the highest possible scores in the categories of customer satisfaction and prevention care.

UPMC *for You* has been the top-ranked Medicaid plan in Pennsylvania for seven of the eight years that the NCQA has ranked Medicaid plans. The NCQA ranked 99 Medicaid plans nationally for its 2011-12 report.

In NCQA's Private Health Insurance Plan Rankings for 2011-12, UPMC Health Plan's commercial HMO and POS (point of service) plans finished 14th among all HMO/POS plans and 18th overall in a ranking of 390 private plans. UPMC Health Plan's PPO ranked 7th nationally among all PPO plans and 59th overall.

UPMC Health Plan's HMO and POS received the highest possible scores in the categories of customer satisfaction and prevention care.

“We are pleased to be recognized by the NCQA because they measure the things that matter most to us: quality care and customer satisfaction,” said Diane P. Holder, President and CEO of UPMC Health Plan. “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, non-profit 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.

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 1.6 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.

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