

UPMC HEALTH PLAN



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UPMC Health Plan Call Center Wins Global Call Center of the Year Award from ICMI

PITTSBURGH (May 18, 2012) – UPMC Health Plan’s call center was named the Global Call Center of the Year in the large call center category by the International Customer Management Institute (ICMI) at ACCE (Annual Call Center Conference and Expo) in Seattle, Wash. UPMC Health Plan joins a prestigious group of prior winners including New York Life, Capital One Financial Corp., and American Express.

UPMC Health Plan won the ICMI gold award for large contact centers, which recognizes call centers that make a commitment to superior service and have done the most to deliver a quality customer experience. The ICMI award honors the contact center teams that have most enhanced the image of the call center profession and also achieved the highest standards of excellence in customer service.

“UPMC demonstrated for the selection committee its true partnership with the organization and a strong return on investment in its success in creating an expedient, accurate and seamless experience for customers,” said Layne Holley, chairman of the

awards selection committee, which comprises industry experts and analysts. “This center is obviously dedicated to continuous improvement in its service to customers and its brand – exactly what we look for in our search for the Global Call Center of the Year.”

“Winning the ICMI Global Call Center of the Year award is a great honor and helps to reinforce the dedication and commitment that UPMC Health Plan has given to outstanding member experience,” said Mary Beth Jenkins, Senior Vice President and Chief Operating Officer for UPMC Health Plan. “This selection recognizes the hard work, focus and enthusiasm that the call center team gives to the service they provide for all UPMC Health Plan members. UPMC Health Plan’s Call Center is part of a small elite group that holds the status of J.D. Power Certified Call Centers and this new award continues to reinforce that our service is exceptional.”

The UPMC Health Plan call center ensures excellence for all of its members by focusing on one-call resolution, by employing a service-driven and knowledgeable team, and also by utilizing state-of-the-art call center technology. UPMC Health Plan demonstrates its commitment to improving the member experience by listening to the voice of the consumer through all feedback and survey channels and then taking action to address members’ thoughts, ideas and suggestions.

ICMI is the leading global provider of comprehensive resources for customer management professionals who wish to improve customer experiences and increase efficiencies at every level of the contact center.

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About UPMC Health Plan

UPMC Health Plan, the second-largest health insurer in western Pennsylvania, is owned by UPMC, an integrated global health enterprise. 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 1.8 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.

