



UPMC Health Plan Wins 'Best Customer Experience' Award ICMI Recognizes Call Center for Second Consecutive Year

PITTSBURGH (May 30, 2013) — UPMC Health Plan has received the "2013 Team Award for Best Customer Experience Program" from the International Customer Management Institute (ICMI). The presentation was held earlier this month at the 2013 ICMI's Call Center Awards Dinner and Ceremony in Seattle, Wash.

ICMI recognized UPMC Health Plan's call center for being the best in leveraging its people, processes, and technology to drive customer satisfaction and loyalty for its brand by utilizing data in new ways or by employing fresh data to improve customer experience.

This was the second consecutive year that UPMC Health Plan's call center was recognized by ICMI. In 2012, UPMC Health Plan was named ICMI's Global Call Center of the Year in the large call center category.

"We are thrilled to recognize professionals who are as passionately committed to the art of customer service as we are," said Sarah Stealy Reed, ICMI's Content Director and Head of Judges. "By winning this award, UPMC Health Plan truly qualifies as the 'best of the best and is a shining example for the call center industry.'"

ICMI evaluated UPMC Health Plan on a number of criteria, including effectively meeting the unique requirements of the needs of its members; the use of marketing, sales, and technology to bolster success; and the use of technology to enhance the experience for agents and customers.

"We are honored to win the 'Team Award for Best Customer Experience Program' from ICMI because satisfying our members' needs and expectations is what we strive to do every day," said Mary Beth Jenkins, Senior Vice President and Chief Operating Officer for UPMC Health Plan. "This is another way that we consistently deliver quality for our members."

UPMC Health Plan was presented with its award at the first annual ICMI Global Call Center Awards Dinner and Ceremony, sponsored by Jabra and iQor. The event was held May 14, 2013, during ACCE, ICMI's Global Conference and Expo.

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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 over 2 million members. Our local provider network includes UPMC as well as community providers, totaling more than 135 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 ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals — from frontline agents to executives — who wish to improve customer experiences and increase efficiencies at every level of the contact center. Since 1985, ICMI has helped more than 50,000 organizations in 167 countries through training, events, certification, consulting, and informational resources. ICMI's experienced and dedicated team of industry insiders, trainers, and consultants are committed to helping you raise the strategic value of your contact center, optimize your operations and improve your customer service. For more information, visit www.icmi.com. ICMI is a part of UBM (www.ubm.com), a global live media and B2B communications, marketing service and data provider.

About Jabra

Jabra is one of the world's leading manufacturers of hands-free Unified Communications solutions. Building on its 141 year history of innovation, Jabra creates a broad range of award-winning headsets that increase productivity, reduce costs, and promote collaboration for contact centers, office and mobile users around the world.

About iQor

Headquartered in New York City, iQor provides intelligent customer interactions and outsourcing solutions. iQor's 17,000 employees in 39 Centers of Excellence around the world are dedicated to understanding each customer's DNA. iQor uses data science and real-time analytics intelligence to deliver extraordinary customer experiences that enhance revenue while promoting and protecting clients' brands. iQor's four service solutions specialize in providing data-driven, technology-empowered customer support and processing services in the consumer and commercial markets.