

HealthPlus Rated No. 1 in Michigan in Five Customer Satisfaction Categories

November 30, 2010 | PR Newswire Association LLC

FLINT, Mich., Nov. 30, 2010 /PRNewswire/ -- HealthPlus of Michigan is rated No. 1 in Michigan in five areas of health plan customer satisfaction, according to the National Committee for Quality Assurance's (NCQA) Quality Compass.* This marks the first year ever in which a single Michigan private health plan has achieved a No. 1 rating in Michigan on as many as five of the nine measures on which health plans nationwide are evaluated. HealthPlus commercial plans achieved the highest Michigan rating in the following categories:

- Overall Rating of Health Plan
- Overall Rating of All Health Care
- Overall Rating of Doctor
- Overall Rating of Specialist
- Getting Care Quickly

The NCQA Quality Compass ratings are based on the number of CAHPS survey respondents who rated HealthPlus '9' or '10' on a scale of 0-10 with 10 being the highest possible rating. The Agency for Health Care Research and Quality CAHPS data on consumer satisfaction is one of the components for determining NCQA's Health Insurance Plan Rankings 2010-11 – Private, which named HealthPlus as one of the top 30 private plans in the nation last month.

"The importance of superior customer service is continuously emphasized at HealthPlus," said the health benefit company's President and CEO Bruce Hill. "We are very pleased with the CAHPS survey results that indicate exceptional service on our part. The recognition reflects the dedication and hard work of our partner physicians, hospitals, and HealthPlus employees."

About HealthPlus of Michigan

HealthPlus of Michigan -- a nonprofit health-benefits company -- along with its subsidiaries offers a comprehensive portfolio of HMO and PPO plans tailored to meet the needs of employers, families, individuals, and government (Medicare, Medicaid, MICHild, county health programs). Most HealthPlus benefit plans include access to extensive, online health, wellness and lifestyle resources.

*For the sixth year in a row, HealthPlus of Michigan's private health plans are recognized by the National Committee for Quality Assurance (NCQA) as being among the nation's best. ** NCQA's Health Insurance Plan Rankings 2010-11 – Private names HealthPlus as one of the top 30 private plans nationwide; the company's commercial and Medicare plans have been accredited as "Excellent" by NCQA for the past 12 and 9 consecutive years, respectively.*