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High five! AvMed still ranks highest in Member satisfaction

Fifth consecutive honor follows independent J.D. Power Health Plan Study

MIAMI – March 17, 2016 – For the fifth year in a row, an independent study released by J.D. Power ranks AvMed “highest in member satisfaction” among health plans in Florida.

The not-for-profit, Florida-focused health plan scored 756 of 1,000 possible points in overall member satisfaction, building on last year’s region-leading score by 38 points and topping the region in all six study factors: information and communication; cost; provider choice; claims processing; coverage and benefits and customer service. This year, AvMed’s overall score was not only highest in the Florida region, but was third highest among the 135 health plans surveyed across all 18 regions in the United States.

“Of all the industry-leading recognitions we receive, this one means the most,” said Michael P. Gallagher, AvMed President and CEO. “It comes from our Members, who are the core driver of everything we do, and it’s fueled by the boundless efforts of our dedicated Associates, who consistently deliver the services that keep our Members carrying our yellow card. They exemplify our values that set AvMed apart and they never slow down.”

Miami-based AvMed has grown its membership by more than 10% since last year’s study, now providing health coverage for more than 340,000 Floridians across the only state it has ever served.

“This honor tells us that our Members are proudly spreading the word about what makes us different from other plans,” said James M. Repp, AvMed Senior Vice President and Chief Marketing Officer. “The growth we’ve seen across all individual and employer group segments will enable us to keep exceeding their expectations, delivering new opportunities to stretch the ways they think of their health plan. Our Member-centric focus rewards their loyalty every day and, as we continue to evolve within the Florida communities we all call home, it shapes the values that make AvMed exceptional.”

The 2016 study surveyed more than 31,800 members representing 135 health plans throughout the United States. The sample from the Florida Region, one of 18 surveyed, included 1,607 members of six plans. Read more about the J.D. Power Health Plan Satisfaction Study results here: <http://www.jdpower.com/press-releases/2016-member-health-plan-study>



AvMed

In 1969, AvMed began in South Florida as *Aviation Medicine* to serve the growing airline industry with pilot physicals. Today, with headquarters in Miami and offices in every major metropolitan area of the state, AvMed aims to inspire its membership of more than 340,000 Floridians to celebrate an active lifestyle and “Embrace better health®.” One of Florida’s oldest and largest not-for-profit health plans, AvMed provides Medicare Advantage coverage in Broward and Miami-Dade counties, Individual and Family Plans in South Florida, as well as the Gainesville, Jacksonville and Orlando Markets, and Group Health coverage for employers in more than 30 counties across the only state we’ve ever served. Well-known clients, healthcare providers and systems have been partners for decades, a testament to AvMed’s culture of service and satisfaction, which consistently ranks above statewide peers. For more information, visit AvMed.org.