

AvMed Ranked #1 for Member Satisfaction in Florida by J.D. Power for a Second Consecutive Year

The J.D. Power 2025 U.S. Commercial Member Health Plan StudySM Ranks AvMed as the Top Health Plan in Seven of Eight Dimensions and in Overall Customer Satisfaction

MIAMI (May 28, 2025) -- For the second year in a row, AvMed, Inc., one of Florida's oldest and largest not-for-profit health plans, has been ranked #1 for customer satisfaction in Florida by J.D. Power in its 2025 U.S. Commercial Member Health Plan StudySM. The ranking stems from a survey of members enrolled in more than 140 different health plans in 22 regions throughout the United States.

The J.D. Power study, now in its nineteenth year, measures satisfaction based on performance in eight core dimension categories (in alphabetical order):

- Ability to get health services how/when I want
- Digital channels
- Ease of doing business
- Helps save time and money
- People
- Product/coverage offering
- Resolving problems or complaints
- Trust

AvMed's index scores increased from the prior year's rankings across all core dimensions and in overall customer satisfaction. Moreover, AvMed ranked highest among Florida's commercial health plans in seven out of eight dimensions.

"This recognition from J.D. Power is a testament to the dedication and compassion of our entire team—across every department, every partner, and every Member interaction," said Jim Repp, president of AvMed. "At a time when navigating healthcare can feel increasingly complex, our Colleagues are setting a new standard for trust, service, and support, putting our mission into action by helping our Members live healthier lives through access to quality care."

AvMed Commercial Health Plans – serving small businesses with fewer than 10 employees to larger organizations with several thousand – offers Employers an array of HMO plans; POS plans; health savings accounts; wellness resources; and comprehensive support tools to give their employees the coverage they need to remain healthy and productive while minding their businesses' bottom line.

“Whether employers or employees, it is our goal to bring clarity, empathy, and responsiveness to every experience, making each person feel confident and pleased having chosen AvMed as their healthcare partner,” added Repp.

Findings from the J.D. Power 2025 U.S. Commercial Member Health Plan StudySM are based on responses from 39,797 commercial health plan members and the survey was fielded in two waves beginning September 2024 and concluding March 2025.

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About AvMed, Inc.

AvMed is a Florida-based health plan headquartered in Miami, Florida offering Commercial group, Individual, and Medicare Advantage coverage. AvMed Members have the support of 400+ employees and a network of more than 35,000 providers throughout Florida. AvMed is owned by Sentara Health, based in Hampton Roads, Va.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services, and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 55 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

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