



## AvMed Ranked #1 for Member Satisfaction in Florida by J.D. Power

*2024 U.S. Commercial Member Health Plan Study<sup>SM</sup> Ranks AvMed as Top Health Plan in Several Additional Dimensions Including: Helps Save Time or Money, Able To Get Health Services How/When I Want, and Product/Coverage Offerings Meet My Needs*

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**MIAMI (June 26, 2024)** -- [AvMed, Inc.](#), one of Florida's oldest and largest not-for-profit health plans, has been **ranked #1 for customer satisfaction in Florida in the J.D. Power 2024 U.S. Commercial Member Health Plan Study<sup>SM</sup>**. The ranking stems from a survey of members enrolled in 147 different health plans in 22 regions throughout the United States.

The J.D. Power study, now in its eighteenth year, measures satisfaction based on performance in eight core dimensions. AvMed also ranked highest among Florida commercial health plans in the following categories:

- Helps Save Time or Money
- Able To Get Health Services How/When I Want
- Product/Coverage Offerings Meet My Needs

“Topping these rankings demonstrates AvMed’s unwavering commitment to our Members to help them live healthier lives by facilitating quality, coordinated care every day,” said Jim Repp, president of AvMed. “Our Member Engagement Team is laser-focused on providing personal service that puts information about health resources, potential costs, and our robust Provider network at their fingertips or a simple call away. This has helped make AvMed a leading health plan provider amongst leading employers across the state.”

AvMed Commercial Health Plans serve small businesses with fewer than 10 employees to larger organizations with several thousand, offering 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.

Repp added, “As trusted partners for employers and Floridians across the state, AvMed will continue to innovate our plans, service offerings, and operations as the healthcare landscape continues to evolve, elevating the health and well-being of our Members, their families, and our communities.”

Findings from the J.D. Power 2024 U.S. Commercial Member Health Plan Study<sup>SM</sup> are based on responses from 29,188 commercial health plan members and the survey was fielded from January through April 2024. The eight core dimensions measured by the study include (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; and trust.

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**About AvMed, Inc.**

AvMed is a Florida-based health plan headquartered in Miami, Florida. More than 140,000 Members count on AvMed for Commercial group, Individual, and Medicare Advantage coverage. Members have the support of nearly 500 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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