

ALLIANCE FOR
ADVANCING
NONPROFIT HEALTH CARE



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FOR IMMEDIATE RELEASE: Wednesday, April 15, 2009

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MOST TOP MEMBER-SATISFYING HEALTH PLANS ARE NONPROFIT, LATEST RANKINGS BY J.D. POWER AND ASSOCIATES SHOW ONCE AGAIN

WASHINGTON - – Once again, most top member-satisfying health plans in the U.S. are offered by nonprofit organizations, based on 2009 rankings just by J.D. Power and Associates.

The findings are based on responses to an online survey by more than 33,000 members of 131 private health plans in 17 regions of the U.S. The detailed findings on the seven satisfaction factors examined are available at www.jdpower.com.

Bruce McPherson, President of the Alliance for Advancing Nonprofit Health Care, said that the Alliance had analyzed these latest rankings and found the member-satisfaction performance of nonprofit health plan to be very impressive again in this third year of the rankings:

- 78% (14 of 18) of the health plans rated #1 in their regions are nonprofit/non-investor-owned, even though these plans represent only 42% of all the plans included in the study
- 83% (44 of 53) of the nonprofit/non-investor-owned health plans included in the study had above-average member satisfaction scores, compared to only 47% of the for-profit health plans included in the study
- Only 19% (9 of 48) of the health plans ranked below average are nonprofit/non-investor-owned, even though they represent 42% of all the plans included in the study

Five of the Alliance member health plans were rated #1 in their regions (Blue Cross Blue Shield plans in Alabama, Florida, Illinois, and Nebraska as well as the Health Alliance Plan of Michigan). Five additional members included in the study had second place or above-average ratings (Excellus Blue Cross Blue Shield based in Rochester, New York, Blue Cross Blue Shield plans in Massachusetts, Michigan and Minnesota, as well as the Regence Group).

“J.D. Power and Associates is to be commended for conducting this survey and making these results available to help employers and individuals make informed choices about health plans, McPherson said. “The performance of nonprofit health plans in member satisfaction rankings demonstrated in this study is similar to their performance in quality rankings reported annually by the National Committee on Quality Assurance (NCQA), as reported in *U.S. News & World Report*. We encourage researchers both within and outside these organizations to perform their own analyses of correlations between member satisfaction, quality and ownership status.”

The Alliance for Advancing Nonprofit Health Care represents nonprofit health plans, hospitals, nursing homes, community health centers, and other health care provider dedicated to preserving

a robust nonprofit health sector while enhancing its performance in serving communities and society as a whole.

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