



FOR IMMEDIATE RELEASE

March 17, 2011

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**Harvard Pilgrim Health Care is highest-ranked health plan in New England in
J.D. Power and Associates national study**

WELLESLEY, MA – For the third year in a row, Harvard Pilgrim Health Care is the highest-ranked health insurance plan for overall member satisfaction in the New England region according to the *J.D. Power and Associates 2011 Member Health Insurance Plan StudySM*. The study provides an opportunity for health plan members to voice their experiences during the 2010 plan year. It looks at key satisfaction factors including customer service, coverage and benefits, information and communication, statements, approval processes, provider choice and claims processing.

“Great customer service is the heart of our company – it drives our mission to improve the health of our members and it’s just one of the many ways we help make health care work *better*,” said Eric Schultz, president and chief executive officer of Harvard Pilgrim. “Harvard Pilgrim is honored to be recognized by J.D. Power and Associates for the third consecutive year for the overall satisfaction our members experience.”

The *J.D. Power and Associates 2011 Member Health Insurance Plan StudySM* examined the member satisfaction performance of 137 health plan companies in 17 geographic regions. The study surveyed Harvard Pilgrim’s members throughout New England, including members in the health plans’ growing suite of consumer-driven health plans. For more information, please visit jdpower.com.

About Harvard Pilgrim

Harvard Pilgrim is a not-for-profit health plan that provides a variety of insurance plan options and self-funding arrangements to more than one million members in Massachusetts, New Hampshire and Maine. Harvard Pilgrim, for the seventh consecutive year*, was named the #1 commercial health plan in America according to an annual ranking of the nation’s best health plans by the National Committee for Quality Assurance (NCQA).** For more information, please visit harvardpilgrim.org.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The company’s quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com.

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* NCQA’s Health Insurance Plan Rankings 2010-11 – Private

** U.S. News/NCQA America’s Best Health Insurance Plans 2005-2009 (annual).