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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 second year in a row, Harvard Pilgrim Health Care is the highest-ranked health insurance plan in the New England region in the *J.D. Power and Associates 2010 National Health Insurance Plan Study*.SM Harvard Pilgrim received the highest ranking for overall member satisfaction in the New England region. The study looked at key factors in delivering satisfaction to health plan members including customer service, coverage and benefits, provider choice, information and communication and claims processing.

“Harvard Pilgrim takes great pride in the top-notch customer service that we provide to our members and are honored to receive this recognition,” said Eric Schultz, President and CEO of Harvard Pilgrim. “We are proud to offer employers solutions to reduce health care costs, improve quality of care and enhance access to care.”

The *J.D. Power and Associates 2010 National Health Insurance Satisfaction Plan Study*SM examined the member satisfaction performance of 133 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 <http://www.jdpower.com>.

About Harvard Pilgrim

Harvard Pilgrim Health Care 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 fifth consecutive year, was named the #1 commercial health plan in America according to a joint ranking by *U.S. News & World Report* and the National Committee for Quality Assurance (NCQA)*. For more information, please visit www.harvardpilgrim.org/5inarow.

About J.D. Power and Associates

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* ***U.S. News/NCQA America’s Best Health Insurance Plans 2009-10.* “America’s Best Health Plans” is a trademark of *U.S. News & World Report*.