

Capital BlueCross Earns J.D. Power Award; Ranks Highest in Pennsylvania for Overall Member Satisfaction



HARRISBURG, Pa., May 9, 2019 /PRNewswire/ -- The prestigious J.D. Power Awards Program has named Capital BlueCross as the Best in Member Satisfaction Among Commercial Health Plans in Pennsylvania.

Capital BlueCross ranked higher than any other Pennsylvania health insurer to win the coveted J.D. Power 2019 Commercial Member Health Plan StudySM award for overall member satisfaction. The study measures satisfaction among members by examining six key factors: coverage and benefits; provider choice; information and communication; claims processing; cost; and customer service. To win the award, Capital BlueCross ranked highest in provider choice and customer service.

"This award reflects the tireless dedication of Capital BlueCross employees, who have a well-deserved reputation for always putting the needs of our members first," said [Gary D. St. Hilaire, president and CEO of Capital BlueCross](#). "Our commitment to delivering an exceptional customer experience remains our focus now and for years to come. We are both humbled and extremely honored to receive this recognition."

The J.D. Power 2019 Commercial Member Health Plan StudySM evaluates several key aspects of the experience, including member engagement. The study is based on responses from nearly 29,000 commercial health

plan members, and the information is used by health plans nationwide to evaluate service quality. Out of a possible score of 1,000, Capital BlueCross' scored 722.

Capital BlueCross continues to be innovative in its approach to how healthcare is delivered and accessed by offering its members what they need and when they need it. Introducing products and services like the [Virtual Care](#) platform and community-focused [health and wellness centers](#), Capital BlueCross is able to provide numerous resources for members to receive their healthcare in the most convenient way possible.

"In the constantly changing world of healthcare, we recognize the importance of maintaining a personal connection with our members and providing access to quality care when, where and how they want it. It is our privilege to continue serving the health and wellness needs of our members in Central Pennsylvania, the Lehigh Valley and throughout the nation," St. Hilaire said.

The J.D. Power Award is the latest recognition that Capital BlueCross has received for member satisfaction. Earlier this year, Capital BlueCross [announced](#) that it scored higher than all health insurance providers nationally (publicly) measured in the American Customer Satisfaction Index (ACSI) for the fifth consecutive year (2014-2018).

About Capital BlueCross

Capital BlueCross, headquartered in Harrisburg, Pa., is the leading health solutions and insurance company in Central Pennsylvania and the Lehigh Valley. A partner in the community's health for more than 80 years, Capital BlueCross offers health insurance products, services and technology solutions that provide peace of mind to consumers and promote health and wellness for our customers.

More than a health insurer, the company delivers innovative solutions through a family of diversified businesses that is creating a healthier future and lowering health care costs. Among these solutions are patient-focused care models, leading-edge data analytics and digital health technologies. Additionally, Capital BlueCross is growing a network of Capital Blue health and wellness centers that provide in-person service and inspiration to help people reach their health goals. Capital BlueCross is an independent licensee of the BlueCross BlueShield Association. For more information, visit capbluecross.com.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power has offices serving North America, South America, Asia Pacific and Europe.

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