

August 7, 2014

HealthPocket: Over 15% of Medicare Advantage Companies Fail Customer Service Standards

Top 5 Best & Worst Companies Ranked

SUNNYVALE, Calif., Aug. 7, 2014 /PRNewswire-USNewswire/ -- Using government data, HealthPocket analyzed the quality of customer service within the call centers of Medicare Advantage companies. Hold times, dropped calls, accuracy of information provided, and customer satisfaction metrics were all included in the analysis of every Medicare Advantage plan that operates in multiple states.

HealthPocket found that over 15% of the [Medicare Advantage](#) companies examined failed to meet the government standards for customer service through a call center. For overall customer service scores, the top five Medicare Advantage companies operating in multiple states were:

1. HealthPartners, Inc.
2. Gundersen Lutheran Health System Inc.
3. Cambia Health Solutions, Inc.
4. Health Plan of the Upper Ohio Valley
5. University of Pittsburgh Medical Center

The bottom five companies (with the #1 rank representing the lowest customer service scores) were:

1. Universal Health Care Group, Inc.
2. Health Net, Inc.
3. UnitedHealth Group, Inc.
4. WellCare Health Plans, Inc.
5. Munich American Holding Corporation

While the top five companies are regional brands with lower brand recognition nationally, **several of the bottom five companies are popular insurance brands**. UnitedHealth Group includes the familiar AARP-branded Medicare Advantage products, and Health Net and WellCare are also Medicare Advantage brands with considerable enrollee populations. HealthPocket's finding of low customer service scores among several large Medicare Advantage companies was troubling. Poor customer service, whether it be inaccurate answers to questions, dropped calls, or unacceptably long hold times, could result in suboptimal healthcare decisions by enrollees and bring unwanted financial or health consequences.

With respect to data on customer satisfaction alone, Medicare Advantage companies in the state of Michigan averaged the highest scores while Medicare Advantage companies in the state of Connecticut averaged the lowest scores.

The complete findings and methodology can be reviewed in the [InfoStat report](#).

HealthPocket.com is a free website that compares and ranks all health insurance plans available to an individual, family, or small business to allow consumers to make their best health plan decision and reduce their out of pocket costs. HealthPocket uses only objective data from government, non-profit, and private sources that carry no conditions that might restrict the site from serving as an unbiased resource. Learn more at www.HealthPocket.com.

CONTACT: Emily Cashel
Shirley & Banister Public Affairs
703-739-5920/800-536-5920
ecashel@sbpublicaffairs.com

SOURCE HealthPocket

RELATED LINKS

<http://www.HealthPocket.com>