



AvMed Ranked #1 for Member Satisfaction in Florida by J.D. Power

2024 U.S. Commercial Member Health Plan StudySM Ranks AvMed as Top Health Plan in Several Additional Dimensions Including: Helps Save Time or Money, Able To Get Health Services How/When I Want, and Product/Coverage Offerings Meet My Needs.

MIAMI (June 26, 2024) — [AvMed, Inc.](#), one of Florida's oldest and largest not-for-profit health plans, has been **ranked #1 for customer satisfaction in Florida in the J.D. Power 2024 U.S. Commercial Member Health Plan StudySM**. The ranking stems from a survey of members enrolled in 147 different health plans in 22 regions throughout the United States.

The J.D. Power study, now in its eighteenth year, measures satisfaction based on performance in eight core dimensions. AvMed also ranked highest among Florida commercial health plans in the following categories:

- Helps Save Time or Money
- Able To Get Health Services How/When I Want
- Product/Coverage Offerings Meet My Needs

“Topping these rankings demonstrates AvMed’s unwavering commitment to our Members to help them live healthier lives by facilitating quality, coordinated care every day,” said Jim Repp, president of AvMed. “Our Member Engagement Team is laser-focused on providing personal service that puts information about health resources, potential costs, and our robust Provider network at their fingertips or a simple call away. This has helped make AvMed a leading health plan provider amongst leading employers across the state.”

AvMed Commercial Health Plans serve small businesses with fewer than 10 employees to larger organizations with several thousand, offering Employers an array of HMO plans, POS plans, health savings accounts, wellness resources, and comprehensive support tools to give their employees the coverage they need to remain healthy and productive while minding their businesses’ bottom line.

Repp added, “As trusted partners for employers and Floridians across the state, AvMed will continue to innovate our plans, service offerings, and operations as the healthcare landscape continues to evolve, elevating the health and well-being of our Members, their families, and our communities.”

Findings from the J.D. Power 2024 U.S. Commercial Member Health Plan StudySM are based on responses from 29,188 commercial health plan members and the survey was fielded from January through April 2024. The eight core dimensions measured by the study include



(in alphabetical order): ability to get health services how/when I want; digital channels; ease of doing business; helps save time and money; people; product/coverage offering; resolving problems or complaints; and trust.

###

AvMed, Inc.

AvMed is a Florida-based health plan headquartered in Miami, Florida. More than 200,000 members count on AvMed for commercial group, individual, and Medicare Advantage coverage. Members have the support of nearly 500 employees and a network of more than 35,000 providers throughout Florida. AvMed is owned by Sentara Health, based in Hampton Roads, Va.

About Mount Sinai Medical Center

Founded in 1949, Mount Sinai Medical Center is the largest independent, private, not-for-profit teaching hospital in South Florida. Mount Sinai's mission is to provide quality health care to a diverse community enhanced through teaching, research, charity care, and financial responsibility. Mount Sinai's Centers of Excellence combine technology, research, and academics to provide innovative and comprehensive care in cardiology, neuroscience, oncology, urology, and orthopedics. One of the original statutory teaching hospitals in the state of Florida, Mount Sinai is the hospital of choice for those who seek the level of expertise and care that only a teaching hospital can offer. Mount Sinai currently offers nine convenient locations in Miami-Dade County, including three emergency centers, and four primary and specialty care offices in Monroe County. For more information on Mount Sinai Medical Center, visit msmc.com or call **305.674.CARE (2273)**.