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## **AvMed Shines in Member Satisfaction Study for Seventh Year in a Row**

**MIAMI (May 10, 2018)** – An independent study released by J.D. Power this week ranks AvMed “highest in Member satisfaction” among commercial health plans in Florida. The mission-driven, Florida-focused health plan topped the Florida region in overall Member satisfaction for the seventh consecutive year.

AvMed’s overall score was not only the highest in the Florida region, but was seventh highest in the nation among 163 plans included in the 2018 J.D. Power Commercial Member Health Plan Satisfaction Study. In the Florida region, AvMed achieved the highest overall satisfaction, topping the region in four study factors: coverage and benefits, cost, provider choice and claims processing.

“This demonstrates our commitment to service excellence, and is a testament to the incredible work of our AvMed Associates who are dedicated to serving the needs of our Members,” said James M. Repp, President and Chief Operating Officer of AvMed. “At AvMed, we are keenly aware that a better Member health experience is one that provides high levels of service, quality and clinical outcomes at an affordable price.”

The study surveyed more than 33,000 members representing the 163 health plans in 22 regions throughout the U.S. It examined a variety of topics, including the impact of information and communication, choice of providers, claims processes, and consumer engagement, among others.

Read more about the J.D. Power study results here: (<http://www.jdpower.com/pr-id/2018061>)

**About AvMed** - With headquarters in Miami and offices in most major metropolitan areas of the state, AvMed transforms lives to create a WELLfluent world. By uniting around this sole purpose over our near-50-year history, we’ve aimed to inspire our Floridian health plan Members to focus on celebrating the riches that matter most— health and happiness of the mind, body, and soul. Learn more at AvMed.org.