J.D. Power Names Blue Cross Blue Shield of Massachusetts Top Plan In State For Third Year In A Row

BOSTON, May 9, 2019 /PRNewswire/ -- Blue Cross Blue Shield of Massachusetts was named the top health plan in Massachusetts for member satisfaction for the third year in a row by J.D. Power, a global expert in customer insights. We are the only plan in Massachusetts to be ranked #1 by J.D. Power for three consecutive years.



"Receiving this award from J.D. Power for the third year in a row is a reflection of our associates' dedication to providing an unparalleled consumer experience to our members," said Blue Cross President and CEO Andrew Dreyfus.

The J.D. Power Commercial Member Health Plan Study measures member satisfaction in 22 regions throughout the United States. Blue Cross earned the highest score in coverage and benefits, provider choice, information and communication and billing and payment in the Massachusetts region.

The J.D. Power results for the region are based on responses from 791 commercial health plan members from four health plans across Massachusetts. The survey was fielded in January-March 2019.

About Blue Cross Blue Shield of Massachusetts
Blue Cross Blue Shield of Massachusetts (bluecrossma.com) is a community-focused, tax-paying, not-for-profit health plan headquartered in Boston. We are committed to the relentless pursuit of quality, affordable health care*with* an unparalleled consumer experience. Consistent with our promise to always put our members first, we are rated among the nation's best health plans for member satisfaction and quality. Connect with us on Facebook, Twitter, YouTube, and LinkedIn.

About J.D. Power
J.D. Power (www.jdpower.com/business) 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 is headquartered in Costa Mesa, Calif., and has offices serving North/South America, Asia Pacific and Europe.

SOURCE Blue Cross Blue Shield of Massachusetts

For further information: Amy McHugh, amy.mchugh@bcbsma.com, 617-246-2311

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