J.D. Power Names Blue Cross Blue Shield of Massachusetts #1 Health Plan in State for Fourth Year in A Row

BOSTON, May 15, 2020 /PRNewswire/ -- For the fourth consecutive year, Blue Cross Blue Shield of Massachusetts was named the top health plan in Massachusetts for member satisfaction by J.D. Power, a global expert in customer insights. Blue Cross is the only plan in Massachusetts to be ranked #1 by J.D. Power four years in a row.



"We are honored, once again, to receive this award from J.D. Power because it truly reflects our associates' commitment to always putting our members first—especially now, when many of our members have been affected by the current public health crisis," said Blue Cross President and CEO Andrew Dreyfus.

The J.D. Power 2020 U.S. Commercial Member Health Plan Study measures member satisfaction in 21 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 861 commercial health plan members from four health plans across Massachusetts. The survey was fielded in January-March 2020.

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 has offices serving North America, Asia Pacific and Europe.

SOURCE Blue Cross Blue Shield of Massachusetts

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