



**For Immediate Release  
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**NCQA Report Card: Massachusetts Health Plans Again the Country's Best**

**Boston, MA** – In its annual report card ranking the clinical quality and member satisfaction of health plans across the country, the National Committee for Quality Assurance (NCQA) rated several members of the Massachusetts Association of Health Plans (MAHP) among the nation's best. According to NCQA, the top two health plans and four of the top 10 health plans are based in Massachusetts. NCQA evaluated over 300 private health plans, ranking 227 of those based on clinical performance, member satisfaction, and NCQA Accreditation.

In response to the rankings, MAHP President and CEO, Lora Pellegrini, made the following statement:

"Once again, MAHP members continue to lead the nation in terms of health care quality and satisfaction. Year-after-year our member health plans are working to improve patient care and member experience. While the approach each health plan takes to managing care varies, the goal among all is the same: promoting measures that improve patients' health outcomes, care experiences and well-being. I am tremendously proud of the efforts that our state's health plans place on putting patients first and ensuring that they get the best care possible.

"Nevertheless, the most significant challenge facing all of us in the health care system – health plans, physicians, hospitals, employers, consumers and state leaders – is keeping the cost of care affordable. Getting health care costs under control will require addressing the underlying factors driving health care costs – specifically the market clout of certain providers and the rates they charge as highlighted in reports this year by the Attorney General and the Division of Health Care Finance and Policy – as nearly 90 cents of the premium dollar pays for medical services such as doctor visits, prescription drugs and hospital stays and other services that directly benefit consumers.

"We remain committed to working with the Governor, Legislature and our partners in the health care community to bring about meaningful changes that will make health care more affordable for Massachusetts businesses, families and consumers."

The results and in-depth rankings are available online at <http://www.ncqa.org/tabid/1243/Default.aspx>.

*The Massachusetts Association of Health Plans represents 14 health plans covering more than 2.3 million Massachusetts residents. It is dedicated to improving health for all in Massachusetts by promoting affordable, safe and coordinated health care.*

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