

## The Myers Group Partners with America's Best Health Plans

ATLANTA, GA – November 2009 – The Myers Group, a nationally recognized healthcare survey research firm, is proud to partner with many of the best health plans in the nation.

*U.S. News and World Report* and the National Committee for Quality Assurance (NCQA) recently released their 2009 rankings of America's Best Health Plans. According to the rankings reported in *U.S. News and World Report (November 11, 2009)*, The Myers Group administered the CAHPS® survey for over a third of all commercial and Medicaid plans listed in the top 50 of America's Best Health Plans for 2009. Six of the top ten commercial plans, *the Honor Roll members*, and three of the top five Medicaid Honor Roll members partnered with The Myers Group to conduct their CAHPS survey. The Myers Group is honored to work with these plans and to support their efforts in healthcare quality improvement.

America's Best Health Plans for 2009 were ranked based on their performance in member satisfaction, prevention and treatment, and NCQA accreditation. Results of the CAHPS satisfaction survey were used as part of the performance measures to rate the health plans. The CAHPS survey is the most comprehensive tool available for assessing member experiences with their health plan. The Myers Group is certified by NCQA to conduct the CAHPS Survey and has administered the survey to health plans throughout the nation since its inception in 1998.

In addition to the CAHPS survey, several of these health plans also partner with The Myers Group to conduct additional survey research to further assess factors affecting member satisfaction such as satisfaction with provider, customer service, and claims processing. Roseann Carothers, Director, Corporate Development for The Myers Group states, "Health plans depend on our final results reporting for reliable information that is easy to understand and apply to quality improvement measures."

The Myers Group's mission is to serve healthcare organizations dedicated to improving quality and patient care. We extend our sincere congratulations to our clients who are ranked among the best in the nation.

### **About The Myers Group**

The Myers Group is an NCQA-Certified HOS and CAHPS® vendor. The company has been a leader in healthcare survey research and survey design since 1993, employing traditional methodologies as well as innovative technologies in data collection, analysis, and reporting. With extensive experience in survey administration, survey methodologies, and comprehensive analysis of survey data, The Myers Group conducts hundreds of survey projects for managed care organizations (MCOs), government agencies, public agencies, and State QIOs. For additional information about The Myers Group, please contact Clarissa Payne at 770-978-3173 x 1360. [www.themyersgroup.net](http://www.themyersgroup.net)