

The Myers Group Partners with America's Best Health Plans

ATLANTA, GA – November 2006 -- The Myers Group (TMG), an Atlanta based, national healthcare survey research firm, counts nearly half of the recently named “Best Health Plans 2005” in the nation as clients. In the November 6, 2006 issue, *U.S. News & World Report* teamed with the National Committee for Quality Assurance (NCQA) to rank America's health plans based on clinical measures, member satisfaction, and accreditation.

The Myers Group, a partner in quality with health plans in more than 40 states and the District of Columbia, is certified by NCQA to conduct consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys. The CAHPS survey is the most comprehensive tool available for assessing consumers' experiences with their health plans and affiliated providers. Surveys include adult and child versions for both the commercial and Medicaid populations.

The Myers Group counts as clients 46 percent of the commercial plans listed in the top 50 plans in the nation and 44 percent of the Medicaid plans with this ranking. Several of these health plans also team with The Myers Group to conduct further drill down surveys to assess their members' satisfaction with their customer service department, claims processing area, primary care physician panel, and other areas important to their members' satisfaction.

In 2005, The Myers Group administered 30 percent of the CAHPS surveys for health plans submitting data to NCQA. With a goal of delivering a thorough and useful final report for client's quality initiatives, The Myers Group sets the industry standard by providing segmentation, an opportunity grid, and a loyalty index, in addition to other in depth analyses.

The Myers Group's focus on healthcare survey research has led to unparalleled experience managing projects of all audiences, sectors, and populations. Known for its level of commitment and quality of work, The Myers Group is proud of its team of experienced, motivated, and well-trained professionals.

Additional Information and Where to Find It

The Myers Group is a nationally recognized survey research firm located in Atlanta, Georgia offering a comprehensive package of survey products and services. The Myers Group has been a leader in healthcare market 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 company typically conducts more than 500 survey projects annually for managed care organizations (MCOs), government agencies, hospitals, public agencies, and State QIOs. For additional information about The Myers Group, contact Barbara Myers at 770-978-3173 x 315.

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Press Release