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**Media contact:**

Jaime O. Alfaro

305-671-4721

[Jaime.Alfaro@AvMed.org](mailto:Jaime.Alfaro@AvMed.org)

**AvMed Ranked Highest in Member Satisfaction Study in Florida for Eighth Year in a Row**

**MIAMI, Florida– May 9, 2019** – For the eighth consecutive year an independent study released by J.D. Power ranks AvMed “highest in Member satisfaction” among commercial health plans in Florida. The mission-driven, Florida-focused health plan topped the Florida region in overall Member satisfaction for the eighth consecutive year.

In the Florida region, AvMed achieved the highest overall satisfaction, topping the region in the following study factors: cost, provider choice, customer service and billing and payment.

“This demonstrates our commitment to service excellence, and we applaud the incredible hard work of our AvMed Associates who are dedicated to providing a “Better Member Health Experience,” said James Repp, President and Chief Operating Officer of AvMed. “Our main goal is to provide a superior Member experience through compassion, collaboration and respect.”

The study is based on responses from 28,809 members representing 146 health plans in 22 regions throughout the U.S. The study examined six key factors, including billing and payment; cost; coverage and benefits; customer service; information and communication; and provider choice. The study also measures several other key aspects of the experience and member engagement.

Read more about the J.D. Power study results here: <http://www.jdpower.com/pr-id/2019066>.

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**About AvMed**

With headquarters in Miami and offices in most major metropolitan areas of the state, AvMed transforms lives to create a WELLfluent® world. By uniting around this sole purpose over our 50-year history, we've aimed to inspire our Floridian health plan Members to focus on celebrating the riches that matter most— health and happiness. Learn more at [AvMed.org](http://AvMed.org)

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