



## **NEWS RELEASE**

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### **ROCKY MOUNTAIN HEALTH PLANS RECEIVES MUCH COVETED 5-STAR RATING FOR MEMBER SATISFACTION**

**GRAND JUNCTION, Colo.** – Rocky Mountain Health Plans (RMHP) is proud to announce we are a 2012 5-Star rated plan in Ratings of Plan Responsiveness and Care (“Member Satisfaction” rating in *Medicare & You 2012*). Rocky Mountain Health Plans Medicare received 5 out of 5 Stars, the highest possible rating for the category.

The rating was released by the Centers for Medicare and Medicaid Services (CMS) on Wednesday, October 12. Health plan ratings are updated annually and are based on ongoing monitoring and analysis.

Member Satisfaction reflects the percentage of Members who rated ease of getting needed care, getting appointments and care quickly, customer service, and overall rating of health care quality highly from the 2011 Consumer Assessment of Health Care Providers and Systems (CAHPS) Survey.

RMHP offers one of Colorado’s largest and diverse networks. However, Medicare beneficiaries also have the choice to see any doctor outside of our network for Medicare-covered services. In this case, Medicare will pay for its share of the charges, and the Member will pay the beneficiary share of the charge, allowing the Member to retain control of their Original Medicare benefits. RMHP Members don’t have to ask permission to see a contracted specialist doctor because referrals are not required.

Given the open enrollment period from October 15, 2011 through December 7, 2011, the Medicare rating system allows consumers to easily compare plans when choosing a Medicare health plan.

Rocky Mountain Health Plans also received 4.5 out of 5-stars for the Overall Plan Rating. The overall star rating for 2012 makes RMHP one of the highest-rated Medicare health plans in Colorado. Each individual Medicare health plan is assigned an overall rating from 1 to 5 stars, based on the plan’s performance in 36 specific areas across 5 categories.

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“This rating demonstrates our commitment to provide Colorado Medicare Beneficiaries with access to excellent and affordable health care coupled with great customer service,” said Steve ErkenBrack, President and CEO, Rocky Mountain Health Plans. “Medicare beneficiaries can be confident when they select a Rocky Mountain Medicare Cost Plan they are getting great value for their premium dollar.”

“In today’s competitive health care market, we know the high standard Medicare beneficiaries place on quality and service,” continued ErkenBrack. “Our five stars in Member Satisfaction shows the level of service we provide our Members and underscores our commitment to their health and well-being.”

### **About Rocky Mountain Health Plans**

Founded in Grand Junction, Colo. in 1974, as a locally-owned, not-for-profit organization, Rocky Mountain Health Plans uniquely understands Colorado’s health care consumers. We provide access to affordable, quality health care enabling our more than 190,000 Members to live longer, healthier lives. RMHP believes receiving preventive care is key to maintaining good health, which is why it is included as a standard component in our benefit plans. We are the only health plan in Colorado serving every market segment including employers, individuals, Medicare, Medicaid, and Child Health Plan Plus beneficiaries. We are the first Western Slope employer to receive the Gold Well Workplace award from the Wellness Councils of America. For more information, visit [rmhp.org](http://rmhp.org).

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The Medicare Member Satisfaction rating comes from the 2011 Consumer Assessment of Health Plans Survey results as featured in *Medicare & You 2012*. This is the star rating for *Ratings of Health Plan Responsiveness and Care* for 2012 Plan Ratings. Plan performance summary star ratings are assessed each year and may change from one year to the next. You can find more information on RMHP plan ratings at [www.medicare.gov](http://www.medicare.gov).