

FOR IMMEDIATE RELEASE

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SECURITY HEALTH PLAN AMONG ONLY THREE PLANS IN U.S. TO EARN 5 STARS FROM CENTERS FOR MEDICARE AND MEDICAID SERVICES

Security Health Plan of Wisconsin, Inc., a health maintenance organization sponsored by Marshfield Clinic, is among only three health plans in the nation to receive a 5-star rating — the highest possible — from the Centers for Medicare and Medicaid Services (CMS) for its Advocare Medicare Advantage plans.

The ratings, now available at www.medicare.gov, target a broad array of clinical quality, consumer satisfaction, and other beneficiary experience areas. The star-rating system was initiated in 2007 to enable CMS and Medicare beneficiaries to assess health plans based on quality. It uses some of the longest-standing quality measurements in the health care system —including the Health Plan Employer Data and Information Set (HEDIS®) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) —to provide an objective method for evaluating health plan quality.

Security Health Plan achieved its 5-star rating by working with providers and members to manage members' health, according to Steve Youso, chief administrative officer. The plan uses mailings and personal phone calls to remind members about needed care and to help maintain optimal health. In addition, the plan's nurses visit members at their homes and in the hospital to answer questions they have about their medications or ongoing care, and to ensure that they have the resources they need to recuperate.

“All of us at Security Health are extremely proud that our Advocare plans are among just a few in the nation, and the only plans in Wisconsin, to achieve a 5-star rating,” said Youso. “This rating reinforces our commitment and continuing focus on ensuring that our plan members receive the highest quality of care and services they deserve and should expect from one of the nation's top health plans.

“Our members benefit from the hard work and efforts of our entire staff and from the partnerships we've formed with an expansive network of providers where they receive their care,” Youso added.

About the CMS Five-Star Rating

The overall plan rating combines scores for the types of services each plan offers. For plans covering health services, the overall score for quality of services encompasses 36 different areas in five categories:

- * Staying healthy — Screenings, tests and vaccines, including how often members received various screening tests, vaccines, and other check-ups to help them stay healthy.
- * Managing chronic (long-term) conditions — How often members with different conditions received certain tests and treatments that help them manage their condition.
- * Ratings of health plan responsiveness and care — Scores of member satisfaction with the plan.
- * Health plan member complaints and appeals — How often members filed a complaint. against the plan.
- * Health plan telephone customer service — How well the plan handles calls from members.

For plans covering drug services (Part D), the overall score for the quality of services covers 17 different areas in four categories:

- * Drug plan customer service — How well the drug plan handles calls and makes decisions about member appeals.
- * Drug plan member complaints and Medicare audit findings — How often members filed a complaint about the drug and findings from Medicare's audit of the plan.
- * Member experience with drug plan — Member satisfaction information.
- * Drug pricing and patient safety — How well the drug plan prices prescriptions and provides updated information on the Medicare website, including information on how often members with certain medical conditions get prescription drugs that are considered safer and clinically recommended for their condition.

For quality of health services, the information comes from sources that include:

- * Member surveys administered by Medicare
- * Information from clinicians
- * Information submitted by the plans
- * Results from Medicare's regular monitoring activities

For quality of drug services, the information comes from sources that include:

- * Results from Medicare's regular monitoring activities
- * Reviews of billing and other information that plans submit to Medicare

* Member surveys done by Medicare

About Security Health Plan's Advocare plans

Security Health Plan offers six different Advocare plans to meet the health needs of people who are eligible for Medicare. Medicare beneficiaries can enroll in a Medicare Advantage plan or make Medicare Advantage coverage changes from Nov. 15 through Dec. 31. Medicare beneficiaries and people who will soon be eligible can learn how Advocare plans offered by Security Health Plan can help them afford and receive the best quality health care and service by attending any one of free informational seminars taking place through mid-December.

Security Health Plan representatives will explain when people are allowed to enroll, what is and is not covered, and what charges they will incur. Representatives will also discuss the advantages of Advocare plans. For a schedule of area seminars, visit www.securityhealth.org/advocare <<http://www.securityhealth.org/advocare>>.

Security Health Plan (www.securityhealth.org/advocare <<http://www.securityhealth.org/advocare>>) is a health maintenance organization, sponsored by Marshfield Clinic. Security Health Plan serves more than 180,000 residents in a 32-county service area of Wisconsin. Founded in 1971 as the Greater Marshfield Community Health Plan, Security Health Plan has grown to become the fourth largest HMO in Wisconsin. Accredited by the National Committee for Quality Assurance (NCQA), Security Health Plan provides fully-insured and self-funded plans to a variety of large and small employers, as well as to individuals and families.