

Members Award High Rankings to Mercy Health Plans

For Immediate Release

March 8, 2010 (*St. Louis, MO*) – Mercy Health Plans is rated third overall in Missouri by its members. The health plan ranked first for shown courtesy and respect by its Medicare members. Mercy rated within the top five in other categories, including ease in getting needed information, such as prescription costs and availability of written and electronic information.

Mercy Health Plans earned these high ratings among health plans and systems in the 2009 Consumer Assessment of Healthcare Providers and Systems (CAHPS) for Missouri. CAHPS surveyed 1,100 Mercy Health Plans' commercial and Medicare members in East Central and Southwest Missouri regions and commercial members in Southwest Illinois by mail, phone and internet.

The surveys are mandated by Missouri and the federal government.

“Our rankings reflect the hard work of our employees and primary care providers to ensure that our members are getting the right care at the right time,” says Dr. Stephen Spurgeon, Mercy Health Plans' Chief Medical Officer.

Mercy Health Plans, a subsidiary of the Sisters of Mercy Health System, offers customized health benefit solutions, administrative services and insurance coverage to employer groups, individuals and families. Headquartered in Chesterfield, MO, Mercy Health Plans also provides a full spectrum of healthcare management services including health and wellness programs and services as well as disease management to regions in Missouri, Illinois, Arkansas, Kansas and Oklahoma.

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