



**Neighborhood  
Health Plan™**

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## **FOR IMMEDIATE RELEASE**

### **Neighborhood Health Plan Ranked in Top 10 Percent of Insurers Nationwide**

*Medicaid and Commercial Plans Score 4.5 out of 5 in NCQA Annual Rating*

Neighborhood Health Plan placed in the top 10 percent of health insurers across the country in the National Committee for Quality Assurance's (NCQA) annual ratings for 2016-2017, scoring 4.5 out of 5 in both its Medicaid and commercial lines of business.

NHP maintained a 4.5 rating for its Medicaid plan's performance while improving on the 4.0 grade NHP's commercial plan received last year. NHP was among just 15 Medicaid plans across the country to score 4.5 or better on the NCQA annual rating while only 10 percent of the more than 1,000 public and private health plans surveyed nationwide rated 4.5 or higher.

The NCQA scoring takes into account member satisfaction, disease treatment and prevention and comprehensive quality performance. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®); measures of consumer satisfaction using Consumer Assessment of Healthcare Providers and Systems (CAHPS®) ; and results from NCQA's review of a health plan's performance on NCQA accreditation standards.

"Staff across NHP have worked very hard to ensure our performance and to represent our long-standing commitment to quality," said President & CEO Dave Segal. "This improvement speaks to NHP's continued growth and success in the commercial market as well as our laser-like focus on maintaining NHP's commitment to world-class value and excellence for our customers and partners."

The New England and Great Lakes states had the highest percentage of plans receiving top marks.

"We were very pleased that NHP ranked among the highest performing health plans in Massachusetts and nationwide -- in both Medicaid and commercial," said Chief Medical Officer Paul Mendis. "Massachusetts-based health insurers are among the best in the nation, and NHP's outstanding overall rating is a testament to the hard work and commitment of NHP's staff in providing high-quality services to our customers."

The National Committee for Quality Assurance is a private, non-profit organization dedicated to improving health care quality. Founded in 1990, NCQA has worked

to improve the health care system and elevate the issue of health care quality to the top of the national agenda. The NCQA seal is a widely recognized symbol of quality for organizations that must first pass a rigorous, comprehensive review and annually report on their performance.

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### **About NHP**

Neighborhood Health Plan ([NHP](#)) is an NCQA-accredited, not-for-profit health plan that provides coverage to over 430,000 commercial and MassHealth members. For 30 years, employers, individuals, and families across Massachusetts have turned to NHP for health care coverage that is both high-quality and affordable. NHP is known for plans that are easy-to-understand and manage. Members have access to a robust network of top doctors, community health centers, and academic and regional hospitals. Founded in 1986 with a commitment to promote health equity for members within the diverse communities we serve, NHP's service and care management programs today continue the tradition of personalized and high-quality care. NHP is a member of Partners HealthCare.

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