



**Neighborhood
Health Plan**[™]

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FOR IMMEDIATE RELEASE

Neighborhood Health Plan Appoints Chief Customer Officer
First Health Plan CCO in Massachusetts

May 21, 2015 (BOSTON) – Neighborhood Health Plan (NHP) announced today that it appointed a new Chief Customer Officer, the first such position in the Massachusetts health insurance industry. Katie Catlender, a service and operations executive with 20 years of experience in health care, has been named NHP’s Chief Customer Officer.

“Providing affordable coverage that is easy to manage and understand has always been a strength of NHP. As health care becomes increasingly complex for employers, providers, and consumers, we are organizing the entire company around the customer experience,” said NHP President and CEO David Segal. “We created the position of Chief Customer Officer to drive that culture and continually improve that experience in ways that are meaningful to our constituents.”

The Chief Customer Officer is responsible for the design and implementation of strategies that improve member and customer experience across the entire range of interactions with NHP. In this capacity, Catlender’s executive responsibility includes sales, product management, provider relations, enrollment, and other market-facing functions, such as customer service across NHP’s Medicaid and Commercial lines of business.

“I’m excited to take on this role for a company that places so much emphasis on removing the complexity from the health care experience,” said Catlender. “I’m looking forward to working with our employees, and key partners and customers to innovate and find new ways to make NHP even more user-friendly as we continue to grow.”

Before being named CCO, Catlender served as NHP’s Vice President of Operations. She joined NHP in 2012 from Harvard Pilgrim Health Care, where she spent 17 years in a variety of management positions.

A graduate of the University of New Hampshire with a bachelor's degree in health management and policy, Catlender has been a leader in several community organizations and educational programs. A resident of Scituate, she is a fundraising committee member of Interfaith Social Services – a South Shore social services agency focused on hunger, mental health and emergency assistance – and has served as a mentor in professional development programs run by America's Health Insurance Plans and the Boston College Carroll Graduate School of Management.

About NHP

Neighborhood Health Plan ([NHP](#)) is an NCQA-accredited, not-for-profit health plan that provides coverage to over 360,000 commercial and MassHealth members. For more than 25 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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