

## The Health Plan Earns Exceptional National Rating

**WHEELING, WEST VIRGINIA** – October 7, 2022 – **The Health Plan's (THP) PPO and HMO Medicare Advantage Plans have received a 4.5-star rating nationally** for 2023 Medicare Stars, ranking highly in member satisfaction in experience across both plans.

Each year the Centers for Medicare and Medicaid Services (CMS) evaluates plans based on a 5-star rating system that looks at member satisfaction and outcomes. Medicare Star Ratings are an indicator of how well a health plan is performing. **THP's HMO and PPO Medicare Plans are currently among the highest rated plans** by CMS for 2023.

"Our Clinical, Pharmacy, and Population Health teams are dedicated to helping our members get the quality care they need," said Chief Medical Officer Ed Kairis. "It is gratifying that our Star rating positively reflects on their commitment to improving health outcomes."

In 2022, THP improved its PPO rating from 4 stars to 4.5 by continuing to provide excellent customer service to its members, resulting in high member satisfaction scores.

"These ratings demonstrate that our members are receiving high quality care and are extremely satisfied with their healthcare experience," said President and CEO Jeff Knight. "The entire THP team is committed to improving the member experience. These scores are a reflection of our commitment and hard work."

THP currently offers exceptional Medicare Advantage Plans in all 55 counties in West Virginia and 50 counties in eastern Ohio, with plans to expand their service area in the near future.

Additional information about The Health Plan and its Medicare Advantage plans is available by calling 1.877.847.7915 (TTY: 711) or online at [healthplan.org](http://healthplan.org).

### About The Health Plan

The Health Plan is a clinically driven, technology-enhanced, and customer-focused organization that manages and improves the health and well-being of its members. Established in 1979, the West Virginia-based company's goal is to provide innovative health care benefits and plans at a reasonable cost across the mid-Atlantic region and nationally.



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### At A Glance:

- The Health Plan earns exceptional national ratings for 2022
- THP's HMO and PPO Medicare Plans rated 4.5 stars out of 5 by CMS
- High ratings allow THP to keep premiums low, offer additional benefits and grow current programs
- The Health Plan serves more than 100 counties in WV and OH, and continues to expand their service area

