

**NEWS HIGHLIGHTS****TRICARE Plan Posts High Satisfaction Ratings****Posted: 28-Nov-2006**

WASHINGTON-U.S. Family Health Plan, a TRICARE Prime option, sponsored by the Department of Defense (DoD) and available to military retirees, eligible retiree family members and eligible family members of active-duty personnel, including Reservists and National Guard members, reported last month 2006 national member satisfaction ratings of 87 per cent. This is 22 per cent higher than the national average for satisfaction with health plans, as reported by the National Committee for Quality Assurance (NCQA) in its Quality Compass 2006 Public Report.

A sample of members representing each TRICARE Designated Provider organization that offers U.S. Family Health Plan rated their overall satisfaction with the plan, customer service and the utilization of health care services. Rated on a scale ranging from zero to 10 (with 10 being the highest satisfaction rating), 87 per cent of members rated their overall satisfaction with the plan as an 8 or higher.

"While our members continue to report high satisfaction, we remain committed to ongoing evaluation of our customer service and delivery of care to ensure that U.S. Family Health Plan consistently provides the highest quality health care to our military families," said David Chicoine, chair of the U.S. Family Health Plan Alliance, in a statement.

The survey reports that U.S. Family Health Plan members are highly satisfied with their personal providers and the specialists they see through the network. Member satisfaction with their personal doctors was higher for U.S. Family Health Plan than for any other health plan nationally that reported its data through the Quality Compass 2006 Public Report. U.S. Family Health Plan members also continue to report high satisfaction with the ability to get care quickly, with their interactions with office staff, and with their providers' listening skills, as well as the amount of time their providers spend with them and the clarity of their explanations.

The survey was conducted by The Myers Group of Snellville, Ga., an NCQA Certified Health Plan Employer Data and Information Set (HEDIS(r)) Survey Vendor.

U.S. Family Health Plan members receive care through networks administered by Johns Hopkins Medicine (serving central Maryland, Washington, D.C., and parts of Pennsylvania, Virginia and West Virginia), Martin's Point Health Care (serving Maine, Vermont, New Hampshire and northeastern New York), Brighton Marine Health Center (serving Massachusetts, including Cape Cod, Rhode Island and northern Connecticut), St. Vincent Catholic Medical Centers (serving parts of New York, all of New Jersey, eastern Pennsylvania and southern Connecticut), CHRISTUS Health (serving Texas and Louisiana) and Pacific Medical Centers in Washington State.

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