



**Neighborhood
Health Plan™**

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FOR IMMEDIATE RELEASE

Neighborhood Health Plan Pledges World-Class Customer Service
Offering New Business Members up to \$50,000 in Performance Guarantees

April 13, 2017 (BOSTON) – Neighborhood Health Plan (NHP) announced today that as part of its commitment to growing in the commercial health insurance market, the company is now offering large and mid-sized employers who sign up with NHP something no other health plan in the country provides: money back guarantees on prompt and efficient customer service.

For new employer members with 500 employees or more, NHP is committing as much as \$50,000 that the company will continue to answer 80 percent of customer calls within 30 seconds, resolve nearly 90 percent of member issues during the first call, accurately process 90 percent of claims within 10 business days and 99 percent of claims within 22 days, among other service measures.

Employers with 100-500 employees could receive as much as \$20,000 if NHP does not perform at the company's existing level of excellence or deliver on the other best-in-class measures of customer service that consistently set NHP apart from its competition.

Vincent Capozzi, Senior Vice President of Sales, says NHP's performance guarantees are the first of their kind in the country and have the potential to shake up the commercial health care market.

"No one else is willing to put their performance on the line like this," said Capozzi. "These money-back guarantees are cutting edge, and grounded in the world-class customer service NHP is already delivering. By putting our money where our mouth is, we are telling the market that we lead the industry in customer experience – and we are willing to put skin in the game to prove it."

Katie Catlender, Chief Commercial Officer, said the new performance guarantees reinforce the commitment to outstanding customer experience that has been responsible for the strong brand loyalty the company enjoys among NHP members.

“NHP’s 95 percent account retention rate is built on a solid foundation of personalized, world-class service, a strong and growing provider network that includes some of the best doctors and hospitals in the world, and lower administrative costs that translate into real premium savings for employers and our members,” said Catlender. “The money-back guarantees we now offer demonstrates our commitment to delivering an outstanding customer experience as NHP continues to grow successfully in the commercial health care market.”

The new NHP performance guarantees are measured annually with any refunds paid to employer members when they are due to reenroll.

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 more than 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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