

NEWS RELEASE



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FOR IMMEDIATE RELEASE

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J.D. Power and Associates Reports: Medical Mutual of Ohio Ranks Highest in Member Satisfaction among Health Plans in Ohio

WESTLAKE VILLAGE, Calif.: — Medical Mutual of Ohio ranks highest in member satisfaction with health plans in Ohio, according to the latest J.D. Power and Associates 2011 Ohio Health Insurance Plan Study (SM).

The 2011 member satisfaction award is the second time in three years Medical Mutual has been so honored by J.D. Power and Associates.

Medical Mutual achieved the highest score in Ohio on a 1,000-point scale and performs well in three of the seven factors: customer service, provider choice and statements. The Cleveland-based health insurer also received an overall satisfaction rating of “five Power Circle Ratings,” which equate to “among the best” on JDPower.com.

According to the J.D. Power survey Medical Mutual is also shown to be among the highest rated in the areas of Coverage and Benefits, Information and Communication, Claims Processing and Approval Process.

“The 2011 J.D. Power survey is a demonstration of the hard work and dedication of our employees,” said Medical Mutual’s CEO and President Rick Chiricosta. “Being ranked highest in Ohio by our customers is a great vote of confidence and we must always remember that serving them, the best we can, is a process that never ends.”

Now in its fifth year, the study measures member satisfaction among 137 health plans in 17 regions throughout the U.S. by examining seven key factors: coverage and benefits; provider choice; information and communication; claims processing; statements; customer service; and approval processes.

The 2011 U.S. Member Health Insurance Plan Study is based on responses from more than 34,000 members of commercial health plans. There were 1,261 members in Ohio. The study was fielded in December 2010 and January 2011. For more comprehensive health plan rankings for all 17 U.S. regions, please visit www.jdpower.com.

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About Medical Mutual of Ohio

Founded in 1934 Medical Mutual of Ohio is the oldest and largest health insurance company based in Ohio. For more than 75 years the company has served its customers through high-quality, affordable group and personal health insurance plans, and third-party administrative services to self-insured group customers. For more information, visit the company's award-winning website at www.MedMutual.com.