



The Essence of Care

MEMORANDUM

April 1, 2009

Fidelis SecureCare of Michigan rates in top 1% of nation's Medicare Advantage Health Plan Pharmacy Programs

The Centers for Medicare and Medicaid Services (CMS) recently released a report card on the performance and service levels provided by the pharmacy programs of the Medicare Advantage Health Plans. A total of 699 Medicare Advantage Health Plans were evaluated in four areas:

- Drug Plan Customer Service
- Member Complaints and Staying with Drug Plan
- Member Experience with Drug Plan
- Drug Pricing & Patient Safety

The grades on this report card were issued in a range of 1 thru 5 (1= Poor and 5= Excellent). The results showed only 9 of the 699 Medicare Advantage Health Plans achieving the highest score of 5.

Fidelis SecureCare of Michigan achieved a score of 5 and rates as one of the premier Health Plans in the top 1%. Fidelis' plans in North Carolina and Texas follow the identical pharmacy program practices, however did not qualify for this calculation in 2008 per CMS criteria for minimum number of enrollees.

The Fidelis Pharmacy program demonstrates Fidelis' mission to provide a superior level of service to its members. Fidelis is excited to share this as well as its other clinical programs with you.