



NEWS RELEASE

For Immediate Release

October 28, 2021

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AmeriHealth Caritas Florida Improves NCQA Medicaid Health Insurance Plan Rating

Palm Beach Gardens, Fla. — [AmeriHealth Caritas Florida](#), a Medicaid managed care plan serving seven Florida counties, announced it received a rating of 3.5 out of 5 in the National Committee for Quality Assurance's (NCQA's) Health Plan Ratings 2021: Medicaid. This is an improvement from its 3 out of 5 rating in NCQA's previous Health Plan Ratings in 2019.

AmeriHealth Caritas Florida earned its 3.5 out of 5 rating based on results from the Healthcare Effectiveness Data and Information Set (HEDIS®), a tool that measures performance on important dimensions of care and service, as well as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, which measures members' satisfaction with their overall health care experience.

"This improvement validates the work we have been doing to improve our members' health care outcomes and experience," said AmeriHealth Caritas Florida Market President Kathy Warner. "The evaluation process for NCQA's Health Insurance Plan Ratings includes rigorous standards, and health plans are rated based on objective analysis that includes review of our work and feedback from our members. I am proud of our associates and network providers and their daily dedication toward putting our members' needs first."

The National Committee for Quality Assurance (NCQA) is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes clinicians in key clinical areas. NCQA's HEDIS® is the most widely used performance measurement tool in health care. NCQA's website (www.ncqa.org) contains information to help consumers, employers and others make informed health care choices.

About AmeriHealth Caritas Florida

AmeriHealth Caritas Florida operates as a Medicaid managed care plan through Florida's Statewide Medicaid Managed Care program, serving enrollees living in Miami-Dade, Monroe, Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties. AmeriHealth Caritas Florida's strength lies in its ability to foster collaboration among network providers to facilitate optimal health outcomes for members. For more information, visit www.amerihealthcaritasfl.com.

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CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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