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FOR IMMEDIATE RELEASE

Local Medicare Advantage Plan Gets Five-Star Ratings from Medicare

KelseyCare Advantage Shines on Medicare CAHPS Survey

HOUSTON (Nov. 4, 2009)—Now there are some five-star reasons for Houston-area Medicare beneficiaries to choose KelseyCare Advantage for their Medicare plan.

Medicare recently published the results of its annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, and KelseyCare Advantage was Houston's only plan with a five-star rating in health plan quality. Additionally, KelseyCare Advantage received a five-out-of-five star rating for each of the following categories:

- outstanding physician communication,
- quality of health care,
- overall member satisfaction with their health plan,
- customer service,
- communication about prescription drug coverage, and
- overall satisfaction with drug coverage.

The results of the Medicare CAHPS survey are published in the *Medicare & You* handbook and on the Medicare website: <http://www.medicare.gov>. These publicly reported results help beneficiaries choose a Medicare health or prescription drug plan, and allow the public and research community to assess Medicare program performance.

“Our internal surveys at KelseyCare Advantage have shown us that our members are very happy with the benefits and service we offer,” says Marnie Matheny, President of KelseyCare Advantage. “However, the independent confirmation from Medicare through their CAHPS survey is validation that our members truly believe they’re getting high quality care and excellent customer service.”

Matheny attributes much of the success to the health plan's investment in a specially trained, local customer service unit that members know as the Concierge

Service. The Concierge Service provides KelseyCare Advantage members a comprehensive array of customer support services that help members navigate the healthcare system and expedite access to a wide variety of resources. Matheny also notes that KelseyCare Advantage scored significantly above the national average in ratings on “personal doctor”, “customer service” and a “willingness for members to recommend the drug coverage plan”.

“The news is filled with stories about the challenges Medicare beneficiaries face in getting the health care they need,” says Matheny. “It is our privilege to be a solution to Houston-area seniors by offering a Medicare Advantage plan that provides Medicare beneficiaries with access to high-quality, compassionate health care at an affordable price.”

For more information about this survey, go to www.medicare.gov and click on “Compare Health Plans.” To find out how to become a member of Houston’s only five-star rated Medicare Advantage plan, please call (713) 442-9590 or go to www.kelseycareadvantage.com.

About KelseyCare Advantage

Based in Houston, Texas, KelseyCare Advantage is a Medicare Advantage plan operated by KS Plan Administrators. The cornerstone of the KelseyCare Advantage provider network is Kelsey-Seybold Clinic. KelseyCare Advantage is available to Medicare beneficiaries who have Medicare Part A and Part B, who do not have End-Stage Renal Disease and live in the KelseyCare Advantage service area of Harris County, Fort Bend County, Montgomery County and Galveston on the Mainland. KelseyCare Advantage offers four plans, which include KelseyCare Advantage Essential, KelseyCare Advantage Rx, KelseyCare Advantage Essential + Choice and KelseyCare Advantage Rx + Choice.

About Kelsey-Seybold Clinic

Kelsey-Seybold Clinic is Houston's premier community-based physician group, founded in 1949 by Dr. Mavis Kelsey in Houston's famous Texas Medical Center. Kelsey-Seybold offers the services of more than 350 physicians in over 40 medical specialties. The Clinic's 18 Houston-area locations offer convenience to patients close to home and work. Kelsey-Seybold has proudly served the National Aeronautics and Space Administration since 1966 and today provides medical services onsite at the Johnson Space Center, the White Sands Test Facility and in Moscow.

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