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Humana Ranks #1 in J.D. Power Commercial Member Health Plan Study – in Florida and Texas

Humana highest ranked Commercial health plan – based on member satisfaction – in all six categories J.D. Power tracks

LOUISVILLE, Ky. — May 14, 2020 — Leading health and well-being company [Humana Inc.](#) (NYSE: HUM) announced today that it is ranked #1 in Florida and Texas in the 2020 J.D. Power ranking of Commercial member health plans. Humana has a long history serving customers in both states, from employer-customers and their employees, to Medicare, Medicaid and military members with TRICARE coverage.

The J.D. Power 2020 U.S. Commercial Member Health Plan Study focused on the *member* experience with the health plan, and does not delineate between small and large employers. The study ranks health plans in six categories: *Coverage and Benefits; Cost; Provider Choice; Information and Communication; Customer Service; and Billing and Payment.* Humana ranked #1 in all six categories in Florida and Texas.

“Both Florida and Texas are critically important to Humana, across all of our product lines, so it’s a tremendous honor for us to be rated #1 by our Commercial members in these states,” said Chris Hunter, President, Humana’s Group & Military Segment. “In the midst of the COVID pandemic, our company continues to take steps that are meaningful to our customers – from helping them better afford COVID testing and treatment, to providing a range of initiatives for our employer customers – to help them get through the crisis. Anytime we receive recognition such as this J.D. Power award, it reminds us that we need to keep doing everything we can to provide the timely support our customers and other key stakeholders count on from Humana.”

For its 2020 Commercial Member Health Plan Study, J.D. Power collected data from health plan members from January to March of 2020. The national study was conducted among Commercial HMO, PPO and POS health plan members, and is based on responses across 135 different health plans in 21 market-based U.S. regions.

“What excites us the most about this recognition is what it says about our Commercial members’ experience with Humana – across all six categories J.D. Power tracks,” Hunter added. “Clearly, our focus on product innovation, customer service, and offering affordable health plans is making a difference for our members in Florida and Texas. Our approach in these states is no different than our approach in the many other parts of the country where we offer Commercial coverage; for all of our employer-customers, our goals are consistent – to provide options that enable them to offer affordable health coverage and care to their employees.”

news release

In addition to ranking #1 among members in Florida and Texas, Humana ranked #2 overall in the five-state East South Central region, which includes Kentucky, Tennessee, Louisiana, Mississippi and Alabama.

About Humana

Humana Inc. is committed to helping our millions of medical and specialty members achieve their best health. Our successful history in care delivery and health plan administration is helping us create a new kind of integrated care with the power to improve health and well-being and lower costs. Our efforts are leading to a better quality of life for people with Medicare, families, individuals, military service personnel, and communities at large.

To accomplish that, we support physicians and other health care professionals as they work to deliver the right care in the right place for their patients, our members. Our range of clinical capabilities, resources and tools – such as in-home care, behavioral health, pharmacy services, data analytics and wellness solutions – combine to produce a simplified experience that makes health care easier to navigate and more effective.

More information regarding Humana is available to investors via the Investor Relations page of the company's web site at www.humana.com, including copies of:

- Annual reports to stockholders
- Securities and Exchange Commission filings
- Most recent investor conference presentations
- Quarterly earnings news releases and conference calls
- Calendar of events
- Corporate Governance information

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