

## **Security Health Plan's Customer Service team earns three more service excellence awards**

The world class customer service team at Security Health Plan has earned three more service quality awards from Service Quality Measurement (SQM) for 2018.

SQM is a leading North American research firm that specializes in customer service improvement. The awards will be presented at SQM's 20<sup>th</sup> Annual Customer Experience Best Practices Conference on May 7-9 in Spokane, Washington. SQM benchmarks over 500 contact centers annually and has been conducting customer experience surveys since 1996.

Security Health Plan's Customer Service Department has now achieved SQM's world class customer experience certification for three consecutive years. This is also the second consecutive year the department will receive SQM's award for highest customer service in the health care industry. The third award recognizes the department for customer experience best practice for its web self-service channel.

"After again receiving world class recognition for how our customer service team handles phone calls, receiving the award for improving our website experience is the frosting on the cake," said Security Health Plan Chief Operating Officer Jennifer Hockin. "It demonstrates how much we value providing immediate, high quality service to our members and customers no matter which method they use to contact us."

Late in 2016 the Customer Service Department turned to SQM to survey satisfaction with the Plan's website. Using suggestions gleaned from SQM to redesign and simplify its website and member portal access, Security Health Plan was able to improve online user satisfaction by five percentage points by the end of 2018.

Ken Baur, Director of Member Experience who oversees the Plan's Customer Service Department, said the awards reflect exemplary effort by all members of the team. He added that the challenge to continuously improve has become an ongoing focus of the Plan's entire culture.