

Security Health Plan recognized nationally for exceptional service

Security Health Plan is pleased to announce their customer service team has earned several national awards from the Service Quality Management (SQM) Group, one of the most respected customer experience research firms in North America.

These recognitions reflect the health plan's ongoing commitment to delivering accurate, timely and compassionate service to members.

2025 awards received

- World-Class First Call Resolution (FCR) Certification – Achieved for the 10th straight year, recognizing our ability to resolve member concerns quickly and clearly.
- Highest Customer Service Award – Health Care Industry
- Highest Customer Service Award – Non-Profit Sector
- World Class Employee Experience Award
- Finalist – Best Performing Small- to Mid-Sized Call Center

Since the beginning of the health plan's partnership with SQM in 2015, the customer service improvement initiatives have resulted in better support to both members and providers across the network.

Thank you for your continued partnership and commitment to high-quality care.