



## **HAP ranks highest in Michigan in J.D. Power 2021 Member Satisfaction Study**

**HAP once again ranked highest in member satisfaction among commercial health plans in the Michigan region, according to the J.D. Power 2021 U.S. Commercial Member Health Plan Study.**

This marks two out of the last three years that HAP has been ranked #1 according to this study by J.D. Power. HAP received the highest regional score among eligible health plans and excelled in overall customer satisfaction. And HAP was the top regional performer on coverage and benefits, information and communication, billing and payment, and cost.

You can read the press release [here](#).

We understand the important part our providers play in HAP's success. And we want to thank you for your ongoing partnership with us in providing exceptional care to our members.