

2021 U.S. Healthcare Intelligence Benchmarking Research Release Dates



Study	Description	Release*
Member Health Plan Study	Measures satisfaction among members of health plans in 23 regions throughout the United States. This information is used by health plans nationwide to evaluate service quality and track key metrics within performance improvement initiatives.	Publish: May 26, 2021 Press Release: May 27, 2021
Medicaid Managed Care Report	Profiles the experiences of Medicaid beneficiaries enrolled in managed care. Using national syndicated research, the annual report examines the overall experience of these Medicaid enrollees, benchmarks managed care performance, and provides managed care organizations (MCOs) with insights and recommendations about how to better serve this population.	Publish: May 26, 2021
Medicare Advantage Study	Examines the experiences of more than 3,000 members of the largest Medicare Advantage plan providers in the United States. The study measures satisfaction with Plan Selection; Information and Communications; Cost and Coverage; Claims Processing; and Customer Service.	Publish: June 15, 2021 Press Release: June 17, 2021
Pharmacy Study	Profiles the experiences of customers from the largest pharmacies in the United States. This research details the importance and impact of the overall customer experience on satisfaction and explores customer experiences across five segments: Chain Drug Stores, Mass Merchandisers, Supermarkets, Hospital/Clinics (non-award segment), and Mail Order.	Wave 1 Publish: December 2, 2020 Wave 2 Publish: March 3, 2021 Wave 3 Publish: June 2, 2021 Wave 4 Publish: July 28, 2021 Press Release: July 28, 2021
Telehealth Satisfaction Study	Analyzes patient satisfaction with their Telehealth experience and the impact it has on loyalty and advocacy. The study provides critical benchmarking information and identifies the dominant factors that drive patient satisfaction. In addition to measuring patient perceptions of their providers ability to meet their expectations, the study also provides a series of measurable and actionable Key Performance Indicators for satisfying patients.	Publish: September TBA, 2021 Press Release: September TBA, 2021
Dental Plan Satisfaction Report	Examines the experiences of more than 3,000 dental plan members from among the 11 largest dental insurance providers in the United States. The report measures member satisfaction with their dental insurance provider's communications; plan coverage; cost of service; and customer care.	Publish: November, 2021 Press Release: November, 2021
Vision Plan Satisfaction Report	Measures customer satisfaction with vision plan providers based on five factors (in order of importance): coverage; cost; communications; customer service; and reimbursement.	Publish: November, 2021 Press Release: November, 2021

Custom pricing available for multiple study and multiple year subscriptions.

* Publish and press release dates subject to change