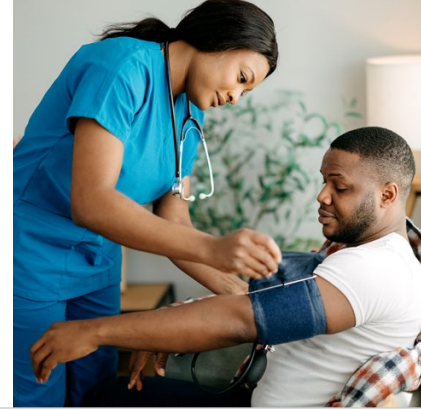




Mass General Brigham Health Plan ranks as one of the top two brands within the Massachusetts Region in the JD Power 2026 U.S. Commercial Member Health Plan StudySM



Mass General Brigham Health Plan consistently achieves high member satisfaction scores among the Massachusetts Region for the fourth consecutive year.

Mass General Brigham Health Plan continues to demonstrate a strong commitment to member satisfaction, once again achieving high Overall Satisfaction (OSAT) scores and leading in five of the eight study dimensions this year. With an OSAT score of 576—one point below the segment award winner and 29 points above the region average—this performance reflects the team's consistent dedication to meeting member needs and delivering a positive service experience.

The U.S. Commercial Member Health Plan Study, now in its 20th year, measures satisfaction among members of 148 health plans in 22 regions throughout the United States based on performance in eight core dimensions on a poor-to-perfect rating scale. The dimensions are people (e.g., representatives, call center agents), resolving problems or complaints; able to get health services how/when I want; level of trust; ease of doing business (e.g., billing, payment, account changes); product/coverage offerings meet my needs; digital channels (e.g., website, mobile app, text); and helping to save me time or money. This year's study is based on responses from 37,768 commercial health plan members and was fielded from September 2025 through March 2026.



We're proud to be recognized by JD Power for strong member satisfaction, ranking among the top commercial health plans in Massachusetts multiple years in a row. This honor reflects our teams' dedication to delivering high-quality coverage and trusted support, while remaining focused on purposeful innovation to improve how members access the care and resources they need."

– **Steve Tringale**, President, Mass General Brigham Health Plan

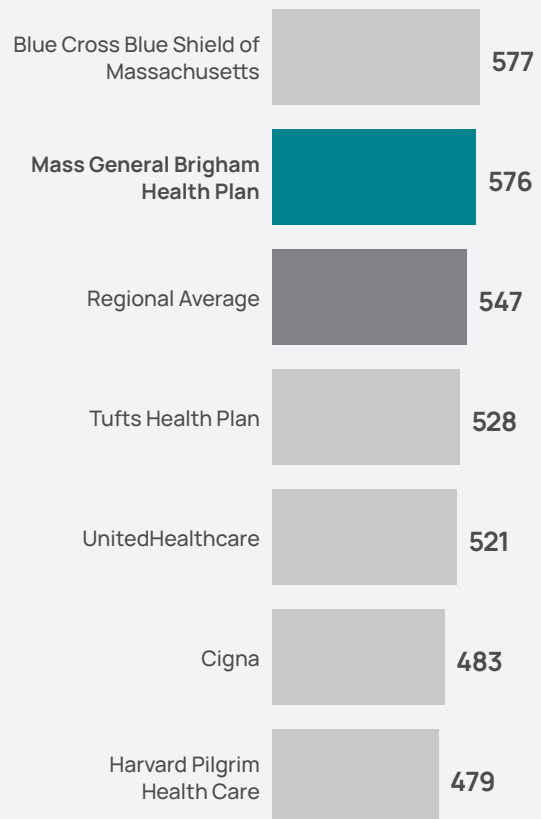


Mass General Brigham
Health Plan

JD Power 2026 U.S. Commercial Member Health Plan StudySM

MASSACHUSETTS REGION

Overall Satisfaction Index (Satisfaction scores on a 1,000-point scale)



Source: JD Power 2026 U.S. Commercial Member Health Plan StudySM

Charts and graphs extracted from this document for use by the media must be accompanied by a statement identifying JD Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this document or JD Power survey results without the express prior written consent of JD Power.

For more information about the JD Power U.S. Commercial Member Health Plan Study, visit:

jdpower.com/business/healthcare/commercial-member-health-plan-study



Mass General Brigham Health Plan consistently satisfies members across all study dimensions



This analysis yields a benchmark of excellence for each of the eight core study dimensions. In 2026, Mass General Brigham Health Plan earns the highest score across five of the eight critical-to-member experience dimensions, including:

People – Employees who interact with members play an important role in driving satisfaction and building client relationships. Mass General Brigham Health Plan earns a dimension score of 615, ranking them **#1 in the Massachusetts Region** and 43 points above the region average. This performance illustrates the unwavering commitment of Mass General Brigham Health Plan staff to satisfying members.

Resolving problems or complaints - Resolving problems or complaints quickly and effectively is essential for showing members that their concerns are valued. When companies handle issues well, they can turn negative experiences into positive ones, increasing member retention and overall satisfaction. **Mass General Brigham Health Plan leads the region** with the highest dimension score of 613, outperforming others and exceeding the region average by 70 points.

Able to get health services how/when I want – Ensuring members can access health services when and how they want is critical to delivering a positive healthcare experience. Mass General Brigham Health Plan leads all other companies in this region with a score of 592. Convenient, timely access reduces frustration and builds trust, showing that Mass General Brigham Health Plan prioritizes patient needs and well-being.

Level of trust – This foundational healthcare element helps members feel confident that their plan is working in their best interests to deliver safe, reliable care. Mass General Brigham Health Plan's members rate this dimension as the highest in the Massachusetts Region at 590, 26 points above the region average. This confidence leads to higher satisfaction, greater loyalty, and a stronger overall perception of quality.

Easy to do business with – Today's members expect providers to make doing business easy, and commercial health plan members are no exception. **Mass General Brigham Health Plan rises to the occasion by achieving the highest dimension score of 586 among six health plans in the region**, which is 32 points higher than region average.

Product/coverage offerings meet my needs - Making certain that product and coverage offerings meet members' needs is important for delivering a satisfying health plan experience. When plans are relevant, comprehensive, and easy to use, members feel supported and confident in their choices. Mass General Brigham Health Plan's dimension score of 574 surpasses the region average by 17 points.

Mass General Brigham Health Plan dimension score highlights:

	MASS GENERAL BRIGHAM HEALTH PLAN	REGION AVERAGE
People	615	572
Resolving problems or complaints	613	543
Able to get health services how/when I want	592	577
Level of trust	590	564
Ease of doing business	586	554
Product/coverage offerings meet my needs	574	557
Digital channels	569	548
Helping to save me time or money	511	472

Digital channels – As the industry continues to face challenges with digital engagement, Mass General Brigham Health Plan exceeds member expectations with the **#1 rating dimension score in the region** of 569, besting the region average by 21 points.

Helping to save me time or money - Helping members save time or money is a key driver of satisfaction in healthcare. **Members of Mass General Brigham Health Plan rate the plan's ability to provide efficient and affordable coverage, the highest in this region** with a rating score of 511. Members believe the company respects their time and financial needs. This convenience builds value, increases trust, and encourages long-term loyalty.

Source: JD Power U.S. Commercial Member Health Plan Study.SM Charts and graphs extracted from this document for use by the media must be accompanied by a statement identifying JD Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this document or JD Power survey results without the express prior written consent of JD Power.

For more information about the JD Power U.S. Commercial Member Health Plan Study, visit:
jdpower.com/business/healthcare/commercial-member-health-plan-study