

HealthFirst

Health Plans

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HEALTH FIRST HEALTH PLANS CERTIFIED BY JD POWER TWO YEARS IN A ROW: “OUTSTANDING CUSTOMER SERVICE EXPERIENCE” FOR PHONE SUPPORT.

Certification process involves a rigorous evaluation of day-to-day operations as well as an extensive survey completed by members.

Rockledge, Fla. – For the second straight year, Brevard County-based [Health First Health Plans](#) has earned the prestigious JD Power 2026 Customer Service Certification by providing “An Outstanding Customer Service Experience” for phone support..



The JD Power 2026 Certified Customer Service ProgramSM recognizes Health First Health Plans' commitment to remarkable member customer service support when addressing benefit plans, claim inquiries, and preventive care for Health First Health Plans members across Central Florida.

“This achievement reflects the exceptional dedication, professionalism, and compassion our associates bring to every member interaction. Whether assisting members over the phone to resolve complex issues or continuously improving our processes, this steadfast commitment is what makes recognition like this possible,” said Jamie Forrest, President, Health First Health Plans.

“Earning a JD Power certification is a rigorous process and highly coveted accomplishment. But the drive and dedication it takes to earn second straight recognition truly reflects upon the culture of excellence our team has embodied. This unwavering focus on delivering an exceptional member experience continues to

distinguish Health First Health Plans and reinforces our commitment to serving our members with excellence every day,” Forrest continued.

Health First Health Plans members were surveyed about their satisfaction with their recent customer service call center interaction. They evaluated Health First Health Plans’ performance in satisfaction on a number of items, including timeliness of resolution, promptness in getting to a representative, representative knowledge, courtesy, and concern.

The JD Power Certified Customer Service Program is a prestigious recognition offered by JD Power, a trusted and credible source in the field of customer satisfaction and performance evaluation. The certification process involves a rigorous evaluation of day-to-day operations as well as an extensive survey completed by our members.

Launched in 1996, Health First Health Plans has provided a variety of high-value, low-cost health plans including a network of more than 5,500 providers, 43 hospitals, and other office-based medical services throughout Central Florida.

Health First Health Plans is proud to offer a 4.5 Star rated Medicare program along with also offering a variety of health insurance plans for individuals and families (both on and off the Marketplace exchange). Health First Health Plans is designed to manage the needs of its members, providing easy access to care and plans to fit every budget, wellness goal, and lifestyle.

JD Power 2026 Certified Customer Service ProgramSM recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions. For more information, visit www.jdpower.com/awards.

The Medicare program rates all health and prescription drug plans based on a plan’s quality and performance. Plan performance Summary Star Ratings are assessed each year and may change from one year to the next.