

## Volunteer State Health Plan Makes America's Best Health Plans List

*Ranks among Top Medicaid MCOs in Tennessee on  
2009-10 U.S. News and World Report/NCQA List*

**CHATTANOOGA, Tenn.** — Volunteer Health State Plan (VSHP) has been featured in the *U.S. News and World Report/NCQA America's Best Health Plans 2009-10* rankings for Medicaid plans, earning the 44<sup>th</sup>, 59<sup>th</sup> and 61<sup>st</sup> national spots. This is the fourth consecutive year that VSHP has appeared among the top-ranked plans in Tennessee.

VSHP's BlueCare-East plan, which serves enrollees in the TennCare program, ranked 44<sup>th</sup> nationally out of 82 plans. Its BlueCare-West plan is 59 on the list. VSHP's TennCare*Se*lect plan ranked 61.

"We consider this a validation of our service commitment to our members and the TennCare program," said Sonya Nelson, president and CEO of VSHP. "We will continue our work to further improve upon our efforts to address the health care needs of our members."

VSHP, a wholly-owned subsidiary of BlueCross, has supported the TennCare program since its inception in 1993. Its focus is on improving the health of approximately 500,000 Medicaid enrollees throughout the state. With a focus on quality, VSHP employs various managed care techniques including utilization, disease and care management, as well as proactive, preventive outreach efforts at the individual and community levels.

Rankings for the MCOs on *America's Best Health Plan List* were determined by measures of prevention, treatment, consumer experience and NCQA Accreditation. NCQA or the National Committee for Quality Assurance is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations.

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*U.S. News/NCQA America's Best Health Insurance Plans 2009-10.*  
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