

# AWARDS AND RECOGNITION

2018



**CMS 4.5-Star Rating**



**Best in Biz Silver Award Winner**  
Nonprofit Organization of the Year



**ICMI Finalist**  
Best Medium Contact Center



**STEVIE® Silver American Business Award**  
Management Team of the Year



**STEVIE® Bronze American Business Award**  
Customer Service Department & Customer Service Executive of the Year



**STEVIE® Bronze Award Winner**  
Customer Service Department of the Year



**Healthcare Advertising Awards, The Telly Awards and Aster Awards**  
Recognition for our communication efforts

2019



**CMS 4.5-Star Rating\***  
(second consecutive year)



**U.S. News and World Report**  
Best Insurance Companies for Medicare Advantage 2019



**ICMI Finalist**  
Best Medium Contact Center  
Best Contact Center Culture



**STEVIE® Gold Award Winner**  
Customer Service Department of the Year



**STEVIE® Gold American Business Award**  
Customer Service Department and Management Team of the Year



**STEVIE® Silver Award Winner**  
Customer Service Management Team

\*4.5 star disclaimer: 2019 star rating applies to all plans offered by SCAN Health Plan except SCAN Healthy at Home and VillageHealth Plans. Every year, Medicare evaluates plans based on a 5-star rating system.