

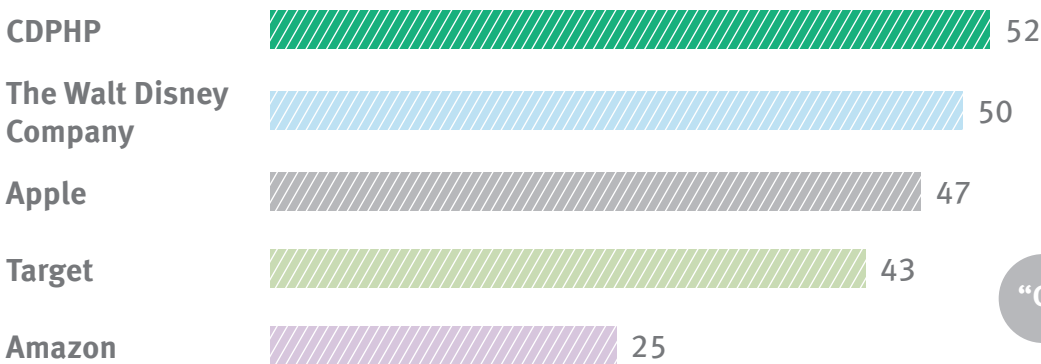
# MY EMPLOYEES NEED more than an insurance plan



## THEY NEED CDPHP®

### SERVICE THAT EXCEEDS CUSTOMER EXPECTATIONS

The latest CDPHP net promoter score (NPS) **surpasses** industry competitors and beyond.

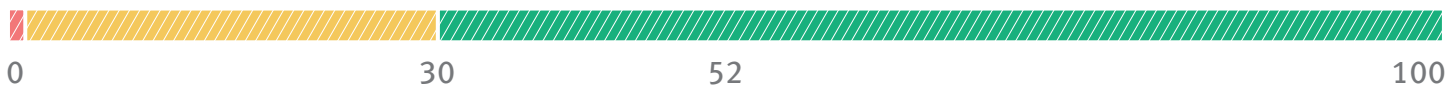


“CDPHP is a company I can trust.”

“Good customer service.”



Out of 11 nation-wide health insurance companies, the average NPS score was less than 4 with the highest being 16



Health Insurance and Managed Care Industry Average = 0



According to Customer Guru, CDPHP has a **higher ranking NPS** than **all but 3 companies** on the Fortune 500 list

### WHAT'S DRIVING SATISFACTION?

#### Personalized Tools and Services



Fitness & weight management reimbursements



Nutrition support with Foodsmart™



Mental health services



Healthy activities through CaféWell®



1:1 Support from the CDPHP Care Team

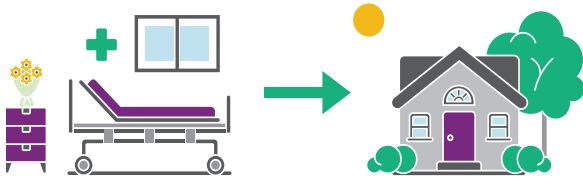


CDPHP Price Check™

# KEEPING MEMBERS HEALTHY, HAPPY, SAFE, AND SECURE

## CDPHP Hospital to Home

Connected with **10,000+** members since the launch in July 2019.

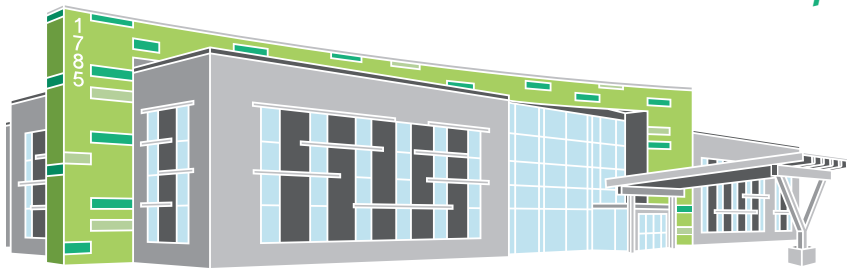


During the COVID-19 pandemic, **we followed up with 100% of our hospitalized members** (more than 1,700!) and assisted more than half of those members with their transition home.

## The Doctor's Office of the Future

Clifton Park multi-specialty medical facility.

*Opening spring 2021!*



### Sources:

#### 1. Customer Guru:

<https://customer.guru/net-promoter-score/benchmarks>

The three companies that have a higher NPS than CDPHP: Costco (79) | Starbucks (77) | USAA (75)

<https://customer.guru/net-promoter-score/fortune-500>

#### 2. 2020 CDPHP Brand Tracking/Maslansky and Partners

### NPS details:

NPS calculated by subtracting the detractors from the promoters.

Detractors: Rate agreement with the statement "I would recommend CDPHP to my family or friends" with a 0-6 out of 10

Promoters: Rate agreement with the statement "I would recommend CDPHP to my family or friends" with a 9-10 out of 10

### Discrimination is Against the Law

Capital District Physicians' Health Plan, Inc. (CDPHP®) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### Multi-language Interpreter Services

ATENCIÓN: Si habla otro idioma que no es el inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación de miembro (TTY: 711).

注意：如果您使用的語言不是英語，您可以免費獲得語言援助服務。請致電您會員ID卡上的電話（聽力障礙電傳：711）。