

For Immediate Release

Contact: Brooke Halloran
617.624-7273
bhalloran@DALBAR.com

How Does Your Explanation of Benefits Statement Measure Up to the Competition?

DALBAR Invites Health Insurers to Submit EOBs for Annual Ranking Program

Boston, MA (September 16, 2010) – Do you believe your company produces cutting-edge Explanation of Benefits statements? If so, why not turn “cutting-edge” into “award-winning” and promote your company’s commitment to high-quality member communications?

DALBAR, Inc. is now accepting submissions for its annual EOB evaluation and ranking program. Now in its 2nd year, DALBAR’s “EOB Review” program evaluates EOBs in relation to member statement preferences, the industry’s best practices, regulatory requirements, and technological advancements.

The result of the analysis is a comprehensive report ranking EOBs, spotlighting the industry’s best, and summarizing practices that drive positive member behavior. Rankings and reports are included in the industry report.

For more information on how to submit your company’s EOBs or to order one of the reports, please call 1-617-624-7273 or visit healthcare.dalbar.com.

DALBAR, Inc., the nation’s leading market research firm focusing on insurance and investment companies, continues its three-decade commitment to raising the standards of excellence in the industry. With offices in the U.S. and Canada, DALBAR develops standards for, and provides research, ratings, and rankings of, the many factors that influence the overall customer-service experience in the financial services and health care industries; such factors include print communications, Internet, interactive voice response, call center, and financial-professional touch points. www.dalbar.com.