

Press Releases

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Press Release: Insure.com Survey Reveals 2017's Best Health Insurance Companies

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Nov. 16, 2016 (Foster City, CA) – Blue Cross Blue Shield of Florida was ranked the top health insurance company in a new survey related today by Insure.com.

Respondents to the survey gave ratings based on the following insurance company factors:

- Customer service
- Claims handling
- Pricing
- Plan to renew current policy
- Would recommend the insurer

Company rank	Overall score	Value for price	Customer service	Claims processing	Plan to renew	Would recommend
1. BCBS of Florida	93.1	4.75	4.75	4.75	85%	86%
2. BCBS Michigan	90.9	4.5	4.75	4.5	82%	86%
3. EmblemHealth	90.5	4.5	4.5	4.75	84%	86%

Blue Cross Blue Shield affiliates appeared to have done a good job keeping consumers happy this year. [Florida Blue](#) and [Blue Cross Blue Shield of Michigan](#) took the number one and number two spots, both earning 4.75 stars for customer service – the highest in the health survey.

New York-based provider, [EmblemHealth](#), received the third spot on our health insurance survey.

Each of the insurers in the top three results service members in only one state. But why would a smaller, regional insurer be a preferred over a large national company that might have a bigger network, lower prices or more plan options?

Penny Gusner, consumer analyst for Insure.com, says, “A regional trend in insurance makes particularly good sense with health care right now. It’s possible with the smaller, more tight-knit network of providers that claims can be processed more efficiently because, within that smaller network or one plan option, every step of the process is a little bit more familiar.”

[See scores and rankings for all 15 health insurance companies in the survey.](#)

Insure.com’s Best Health Insurance Company survey removes the guesswork from finding the best companies in the industry. At a glance, you can compare five of the most important factors when choosing your carrier, sort companies by your priorities, demographic or location and immediately have your own top three from which to get and compare quotes.

For more details on the survey, including company scores and rankings across categories, please see the [full feature on Insure.com](#).

Methodology

Insure.com commissioned Op4G to survey more than 3,700 insurance customers nationwide in June 2016. The survey collected customer ratings for 15 leading companies in the health category. Only current customers of the insurers on our lists were surveyed, and the survey was not open to the general public on the Insure.com website.

Health insurers were ranked according to a weighted 5-point measurement of the following factors: customer service, claims processing, value for price, would recommend and would renew. Weighted measurements were derived from surveyed policyholders’ rank of prioritization of these factors.

The A.M. Best ratings, discounts and coverage options noted in the survey do not affect the scores, but are provided as a supplementary resource.

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