



## FOR IMMEDIATE RELEASE

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### **FirstCare Awarded NCQA Commendable Status for Medicaid HMO**

*National Committee for Quality Assurance (NCQA) is a nationally recognized evaluation program of health care services provided to health plan members.*

AUSTIN, Texas (September 24, 2018) – [FirstCare Health Plans](#) announced today that it has earned a Commendable status for its Medicaid HMO line of business from the [National Committee for Quality Assurance \(NCQA\)](#).

As with our initial interim accreditation in 2013—followed by full accreditation (2015) and our accreditation renewal for our Commercial, Marketplace and Medicaid lines of business (early 2018)—we received this notable accolade because of our dedication and commitment to the highest quality health care for our Medicaid members throughout the communities we serve in North, West and Central Texas.

“This recognition of Commendable status confirms that FirstCare continues to go above-and-beyond our commitment to quality for our members,” said FirstCare President and CEO Darnell Dent. “As a plan with well-established programs for service and clinical quality that meets rigorous requirements for consumer experience, clinical excellence and quality improvement, we are honored to be recognized for our hard work and dedication to working together to serve Texans and build healthier communities.”

“Our ratings for member satisfaction (CAHPS) and clinical quality measures (HEDIS®) were critical to earning this status, and they demonstrate our commitment to provide access to high-quality services and our providers’ commitment to delivering those health care services,” commented FirstCare Chief Medical Officer Dr. Adolfo Valadez. “It proves that FirstCare is bringing better health and increased value to Texas Medicaid members.”

NCQA accreditation provides consumers and businesses with an unbiased third-party review to verify, score and publicly report health plan performance across the nation in five categories including: Access and Service, Qualified Providers, Staying Healthy, Getting Better and Living with Illness.

#### **About NCQA**

*NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance.*

NCQA's Web site ([www.ncqa.org](http://www.ncqa.org)) contains information to help consumers, employers and others make more informed health care choices.

**About FirstCare Health Plans**

*At FirstCare, our mission is to work together to serve our customers and build healthier communities—one member at a time. Since 1985, we've been serving the health care needs of members across North, West, and Central Texas. Today, our service area includes 143 counties, with local offices in Abilene, Amarillo, Lubbock, and corporate offices in Austin, Texas. We offer a wide range of HMO, PPO, HSA, and ASO products through a variety of programs, including small and large employer plans; state, federal and teacher plans; government programs; and the Health Insurance Marketplace. With the support of our owners, Covenant Health in Lubbock and Hendrick Health System in Abilene, we serve over 160,000 members. For more information, please visit [FirstCare.com](http://FirstCare.com).*