Press Releases

BeneCard PBF Achieves Most Top Rankings Over Five Years In PBMI PBM Customer Satisfaction Survey

PBM Demonstrates Consistent Success with an Average Overall Satisfaction Rating of 9.52 Since 2014

BONITA SPRINGS, Fla., Oct. 9, 2018 /PRNewswire/ -- BeneCard PBF, a truly transparent PBM that offers a pure pass-through business model, has excelled over the past five years in "Overall Customer Satisfaction" according *to* the annual PBM Customer Satisfaction Report, published by the Pharmacy Benefit Management Institute (PBMI). Since 2014, BeneCard PBF's overall satisfaction rating has ranged from 9.0 to 10.0 on a scale of 1 to 10. The PBMI survey monitors 36 criteria based on feedback from PBM clients, and compares PBMs both large and small.

In 2018, BeneCard PBF maintains its leading position in numerous categories, including "Meets Financial Guarantees" (9.7), "Clinical Consulting" (9.6), "Innovative Programs and Services" (9.1) and "Effective use of Technology" (9.0).

The report indicates that BeneCard PBF clients were highly satisfied in all categories. These findings are consistent with the company's mission to provide value, transparency and strong clinical programs that put patients first, supporting the best possible health outcomes while reducing overall healthcare costs.

"BeneCard PBF is honored to be recognized by our customers year after year for providing superior service and satisfaction. We are dedicated to putting people first, and this shows in our consistent high rankings in the PBMI Survey," said Kenneth Ullman, BeneCard PBF Board Chairman. "Our ethical and purely transparent approach to pharmacy benefits management, which centers on progressive clinical programs, is a proven and evolved PBM model."

BeneCard PBF President Michael Perry added, "Our high placement in the PBMI survey year-over-year demonstrates that our patients-first PBM model has the ability to provide lasting value. We look forward to continuing our legacy of service and transparency by offering an honest alternative to traditional PBMs. Our customers stay with us because of this unique approach and our unmatched commitment to integrity."

Please contact Chris Rosica at chris@rosica.com to speak with BeneCard PBF President Michael Perry.

About BeneCard PBF
Through functional medicine, pharmacogenetics and proactive clinical programs, BeneCard PBF enhances patient outcomes while lowering prescription drug costs. With offices in Florida, Pennsylvania and New Jersey, BeneCard PBF administers fixed-rate and self-funded prescription benefit programs. The company offers innovative solutions to control costs while providing the highest quality service available in prescription benefit management. For more information, please visit benecardpbf.com.

About PBMI
The Pharmacy Benefit Management Institute (PBMI) has been providing research and education for more than 20 years to help healthcare benefit executives work with pharmacy benefit managers in an effort to improve the design and management of drug benefit programs. The 2017 PBMI survey was completed by 585 plan sponsors who provide pharmacy benefits to their employees/members.

SOURCE BeneCard PBF

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