

**Plan Cost and Reimbursement Satisfaction Drive Overall Vision Plan Satisfaction Down, J.D. Power Finds**Aetna Vision Ranks Highest in Customer Satisfaction

**TROY, Mich.: 10 Nov. 2020** — Overall customer satisfaction among vision plan members has decreased in 2020, driven by a decrease in reimbursement and plan cost. According to the J.D. Power 2020 U.S. Vision Plan Satisfaction Report,<sup>SM</sup> released today, overall satisfaction is 760 (on a 1,000-point scale), down five points from 765 in 2019.

**Study Rankings**

**Aetna Vision** ranks highest in customer satisfaction with vision plan insurers with a score of 794. **National Guardian** (790) ranks second and **UHC/Optum** (773) ranks third.

The 2020 U.S. Vision Plan Satisfaction Report is based on responses from more than 1,300 vision plan members. The study was fielded in September 2020. The report, now in its seventh year, measures customer satisfaction with vision plan providers based on five factors (in order of importance): coverage; cost; communications; customer service; and reimbursement.

For more information on the U.S. Vision Plan Satisfaction Report visit <https://www.jdpower.com/business/healthcare/us-vision-plan-satisfaction-report>.

See the online press release at <http://www.jdpower.com/pr-id/2020149>.

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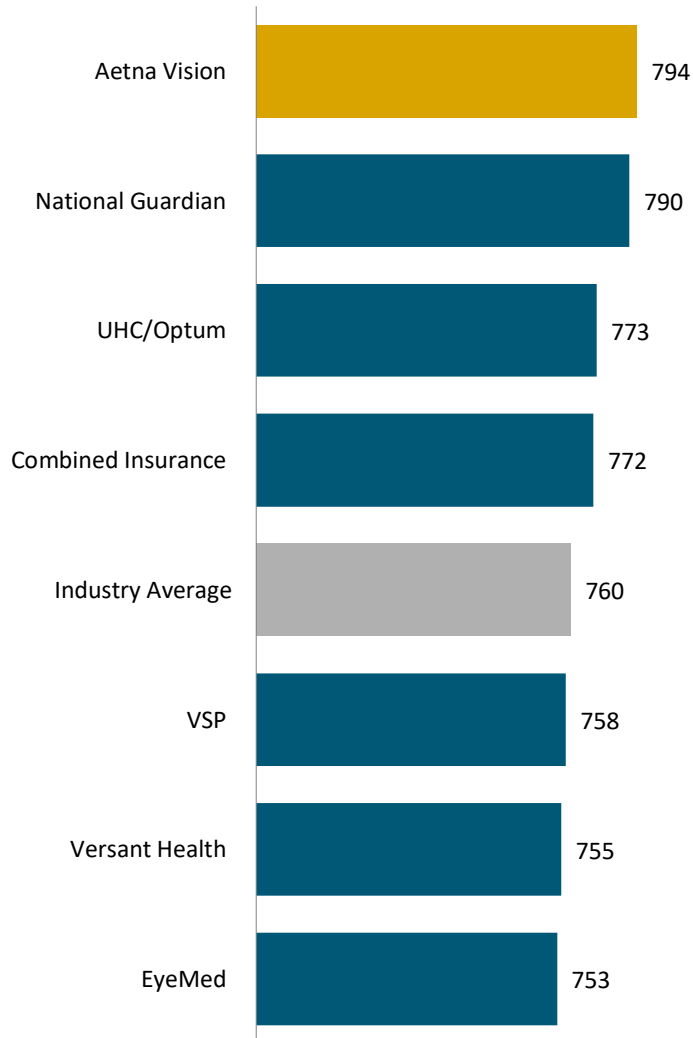
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NOTE: One chart follows.

# J.D. Power 2020 U.S. Vision Plan Satisfaction Report<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



Source: J.D. Power 2020 U.S. Vision Plan Satisfaction Report<sup>SM</sup>

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