

UnitedHealth Group Annual Leadership Award Ceremony Recognizes Great Lakes Health Plan

GLHP has built a solid reputation for the best health plan customer service in the state. Service improvements include paperless referral for members, a commitment to one call resolution for all customer service calls and a service improvement committee representing each department to help enhance member and provider satisfaction.

GLHP received one of the highest scores on the 2007 Consumer Assessment Survey and for the third year in a row won the Michigan Association of Health Plan's highest award for best practices.

Most recently GLHP won an award from their parent company UnitedHealthCare for excellent customer service.

Pic info: Chris Scherer is on the right and General Colin Powell is on the left presenting Chris with the award.