



IMPORTANT ANNOUNCEMENT

Coventry Scores High on AMA's 2010 National Health Insurer Report Card

Leading in Claims Processing Accuracy Among Large Commercial Insurers

We're pleased to announce that Coventry Health Care, Inc. has been acknowledged by the American Medical Association (AMA) for attaining the highest rating for accuracy of processing and paying claims in its 2010 National Health Insurer Report Card. Among the leading commercial insurers participating in the study, Coventry scored highest, achieving an accuracy rating of 88.41 percent. As reported by the AMA, the health insurance industry as a whole has about an 80 percent accuracy rate for processing and paying claims.

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In providing a full range of risk and fee-based managed care products and services, Coventry and its affiliate health plans strive for operational excellence in all areas of its business. Coventry, while recognizing this success, agrees with the AMA, that much remains to be done to reduce administrative errors leading to unnecessary costs in the health care industry.

Coventry continues to employ innovative solutions to improve its claims processing performance against nationally recognized standards and its stringent internal metrics.