

Blue Shield of California's full statement:

We are continuously working to improve our response to customer feedback, reducing call volumes and wait times. We are investing in our frontline teams, supporting their ability to provide personalized service to our members.

Last month Forrester published its annual ranking of the major health insurance companies, known as The U.S. Health Insurers Customer Experience Index. It found customer experience in the healthcare industry has been steadily declining since 2015. During the same time, Blue Shield of California increased its score by 1.9 percentage points to 63.6 from 61.7, reflecting the organization's efforts to improve the experience for its 4 million members.

Regarding the lawsuit, the roll out of the Affordable Care Act was hard on the entire health care system. Our vendor failed to provide the support it promised and we spent millions of dollars to mitigate the impacts to our members. We are taking appropriate steps to recover those damages.