



## **HMS Receives 2018 Achievement in Customer Excellence Awards**

*13th Annual ACE Awards Recognize HMS  
for Outstanding Programs and Performance in Customer Experiences*

**Irving, Texas, May 16, 2018 (PRWEB)** – HMS (NASDAQ: HMSY) has been recognized for outstanding customer service in four categories by Confirmit. The Company received 2018 Achievement in Customer Excellence (ACE) Awards in the *Voice of the Customer and Innovation in Customer Engagement, B2B* categories; and was the Judges Choice award winner in the *Overall Business Impact* category. These honors reflect the exceptional commitment by HMS to delivering exemplary and innovative customer service, while using its annual Voice of the Customer survey results to drive annual improvement.

Confirmit's ACE Awards program was established in 2005 to honor their clients' dedication and distinct contribution to achieving universal customer excellence. As a recipient of a Confirmit ACE Award, HMS has demonstrated unprecedented application of its Voice of the Customer program and its continuous drive to improve business by listening to and adjusting according to the customers. HMS earned the Confirmit ACE Award based on its innovations in issue resolution and communications.

"HMS is proud to be a 2018 Confirmit ACE Award recipient, in recognition of our customer-centric approach," said Doug Williams, President of Markets and Product for HMS. "Our customer programs are driven by focused innovation teams that continuously examine and enhance our customers' experiences. The ACE Award is motivating us to push our program even further in the delivery of product and service excellence."

"We are delighted to honor HMS with a 2018 Confirmit ACE Award as they have proven time and again their prowess in the Customer Experience field," said Ken Ostreng, President and CEO of Confirmit. "Their exemplary customer program demonstrates an innovative approach to understanding their audience, as well as a profound commitment to improving their business based on what they have heard from their clientele."

### **About HMS**

HMS advances the healthcare system by helping payers reduce costs and improve health outcomes. Through our industry-leading technology, analytics and engagement solutions, we save billions of dollars annually while helping health plan members lead

healthier lives. HMS provides a broad range of coordination of benefits, payment integrity, care management and member engagement solutions that help move the healthcare system forward. Visit us at [www.hms.com](http://www.hms.com) or follow us on Twitter at [@HMSHealthcare](https://twitter.com/HMSHealthcare).

### **About Conformat ACE Awards**

The ACE (Achievement in Customer Excellence) Awards program was established in 2005 to recognize outstanding achievement in customer excellence. Receiving a Conformat ACE Award is a distinct honor that demonstrates both rigorous application of customer experience processes and outstanding performance as measured by those processes. For more information on awards criteria, visit [www.conformat.com/ace-awards](http://www.conformat.com/ace-awards).

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