

Date: September 30, 2016

From: Center for Consumer Information and Insurance Oversight and Center for Clinical Standards and Quality, Centers for Medicare & Medicaid Services

Title: UPDATE: Quality Rating Information Bulletin

On April 29, 2016, CMS released a bulletin¹ with guidance on the display of Quality Rating System (QRS) star ratings and Qualified Health Plan (QHP) Enrollee Survey results for QHPs offered through Marketplaces. This guidance announced that public reporting of quality rating information by the Federally-facilitated Marketplaces (FFMs), including FFMs where the State performs plan management functions, and State-based Marketplaces on the Federal Platform (SBM-FPs), will begin during the open enrollment period for the 2018 plan year, with a limited pilot for the 2017 plan year. This Quality Rating Information Bulletin updates the April 29 guidance to revise the selection of two FFM states for participation in the public reporting of quality rating information pilot: Virginia and Wisconsin.

Virginia and Wisconsin have been selected based on a review of the 2016 QHP quality rating data which showed ample participation of QHP issuers on their respective Marketplaces and relative variation in QRS star ratings. Quality ratings data will be publicly reported in a pilot in these States at some point during open enrollment. As we noted in our previous guidance these characteristics are necessary to assess the impact of QHP quality rating information on consumer behavior. Further, CMS notes that several State-based Marketplaces (SBMs) are opting to display the QHP quality rating information on their websites for the 2017 open enrollment period. Information and feedback from the two FFM states in the pilot along with the SBMs electing to display the QHP quality rating, will allow CMS to achieve the goals of the 2016 consumer pilot testing of the QHP quality ratings, namely:

- Obtaining further details about consumer access and use of QHP quality rating information during an actual open enrollment period, so as to inform display of QRS star ratings; and
- Informing the development of comprehensive technical assistance and education related to the QRS for assisters, navigators, agents, brokers and consumer groups prior to QRS public reporting.

The guidance for SBMs articulated in the April 29 bulletin remains unchanged. Please contact the CMS helpdesk with any further questions: CMS_FEPS@cms.hhs.gov.

¹ <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/QRS-Bulletin-4292016.pdf>