

## Outlier Results from the Fall 2013 MA and Part D Past Performance Review

*(Review period of July 2012 through August 2013)*

The table below lists organizations identified by CMS as poor performers or “outliers.” The detailed methodology is available at: <http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/2014-Application-Cycle-PastPerformance-Methodology-Final.pdf>.

<b>Parent Organization</b>	<b>Contracting Entity(ies)</b>	<b>Outlier for Part C, Part D, or Both</b>	<b>Areas of Poor Performance</b>
Aetna Inc.	<ul style="list-style-type: none"> <li>• Aetna Health, Inc. (PA)</li> <li>• Aetna Health, Inc. (TX)</li> <li>• Aetna Life Insurance Company</li> </ul>	Part D	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part D Star Ratings</li> <li>• Significant problem with beneficiary impact</li> <li>• Exclusion during the review period from receiving auto-enrollments of LIS members (since reinstated)</li> </ul>
Centene Corporation	<ul style="list-style-type: none"> <li>• Bridgeway Health Solutions</li> <li>• Managed Health Services, Wisconsin</li> <li>• Superior Health Plan, Inc.</li> </ul>	Both	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Part D Star Ratings</li> <li>• Performance Audit</li> <li>• Civil Money Penalty</li> <li>• Open Problem</li> </ul>
CIGNA	<ul style="list-style-type: none"> <li>• HealthSpring Life &amp; Health Insurance Co</li> </ul>	Both	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings*</li> <li>• Part D Star Ratings</li> <li>• Financial Audit*</li> <li>• Significant problem with beneficiary impact</li> </ul>
Community Health Plan of Washington	<ul style="list-style-type: none"> <li>• Community Health Plan of Washington</li> </ul>	Part C	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Significant problem with beneficiary impact</li> <li>• Performance Audit</li> </ul>
CVS Caremark Corporation	<ul style="list-style-type: none"> <li>• Silverscript Insurance Company</li> </ul>	Part D	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part D Star Ratings</li> <li>• Intermediate Sanction</li> </ul>

<b>Parent Organization</b>	<b>Contracting Entity(ies)</b>	<b>Outlier for Part C, Part D, or Both</b>	<b>Areas of Poor Performance</b>
Express Scripts Holding Company	<ul style="list-style-type: none"> <li>• Medco Containment Life and Medco Containment of New York</li> </ul>	Part D	<ul style="list-style-type: none"> <li>• Compliance Letters*</li> <li>• Significant problem with beneficiary impact*</li> <li>• Fiscal Soundness*</li> <li>• Intermediate Sanction*</li> </ul>
First Medical Health Plan, Inc.	<ul style="list-style-type: none"> <li>• First Medical Health Plan, Inc.</li> </ul>	Both	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Part D Star Ratings</li> <li>• Significant problem with beneficiary impact</li> </ul>
Humana Inc.	<ul style="list-style-type: none"> <li>• Arcadian Health Plan, Inc.</li> <li>• Humana Insurance Company</li> </ul>	Part C	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Financial Audit*</li> </ul>
MAPFRE PRAICO CORPORATION <i>(Terminated)</i>	<ul style="list-style-type: none"> <li>• MAPFRE Life Insurance Company</li> </ul>	Both	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part D Star Ratings</li> <li>• Significant problem with beneficiary impact</li> <li>• Performance Audit</li> <li>• Intermediate Sanction</li> <li>• Termination</li> </ul>
Medical Card System, Inc.	<ul style="list-style-type: none"> <li>• MCS Advantage, Inc.</li> </ul>	Both	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part D Star Ratings</li> <li>• Significant problem with beneficiary impact</li> <li>• Open Problem</li> </ul>
National Health Plan Network Inc. <i>(Terminated)</i>	<ul style="list-style-type: none"> <li>• National Health Plan Network, Inc.</li> </ul>	Part C	<ul style="list-style-type: none"> <li>• Termination</li> </ul>
Public Health Trust of Miami-Dade County <i>(Terminated)</i>	<ul style="list-style-type: none"> <li>• Public Health Trust of Miami-Dade County</li> </ul>	Both	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Part D Star Ratings</li> <li>• Performance Audit</li> <li>• Medicare &amp; You Exclusion</li> <li>• Civil Money Penalty</li> <li>• Open Problem</li> </ul>
Touchstone Health Partnership, Inc.	<ul style="list-style-type: none"> <li>• Touchstone Health HMO, Inc.</li> </ul>	Part C	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Significant problem with beneficiary impact</li> </ul>

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Triple-S Management Corporation	<ul style="list-style-type: none"> <li>• Triple-S Salud, Inc.</li> </ul>	Both	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Part D Star Ratings</li> <li>• Significant problem with beneficiary impact</li> <li>• Performance Audit</li> <li>• Civil Money Penalty</li> </ul>
UnitedHealth Group, Inc.	<ul style="list-style-type: none"> <li>• UnitedHealthcare Insurance Company</li> </ul>	Part C	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>
Universal Health Care Group, Inc. <i>(Terminated)</i>	<ul style="list-style-type: none"> <li>• Universal Health Care Insurance Company</li> <li>• Universal Health Care of Nevada, Inc.</li> <li>• Universal Health Care, Inc.</li> <li>• Universal HMO of Texas, Inc.</li> </ul>	Both	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Part D Star Ratings</li> <li>• Intermediate Sanction</li> <li>• Termination</li> </ul>
WellCare Health Plans, Inc.	<ul style="list-style-type: none"> <li>• Harmony Health Plan of Illinois, Inc.</li> <li>• WellCare of Georgia, Inc.</li> <li>• WellCare of Texas, Inc.</li> </ul>	Part C	<ul style="list-style-type: none"> <li>• Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Significant problem with beneficiary impact</li> </ul>

\* Indicates that poor performance is attributed to recently acquiring a subsidiary that experienced the problem prior to the acquisition.