

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

(Review period of January 2012 through February 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>.

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

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MAPFRE PRAICO CORPORATION <i>(Terminated)</i>	<ul style="list-style-type: none"> • MAPFRE Life Insurance Company 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part D Star Ratings • Significant problem with beneficiary impact • Performance Audit • Intermediate Sanction • Termination
National Health Plan Network Inc. <i>(Terminated)</i>	<ul style="list-style-type: none"> • National Health Plan Network, Inc. 	Part C	<ul style="list-style-type: none"> • Termination
New York City Health and Hospitals Corporation	<ul style="list-style-type: none"> • MetroPlus Health Plan, Inc. 	Part D	<ul style="list-style-type: none"> • Compliance Letters • Part D Star Ratings • Significant problem with beneficiary impact
Public Health Trust of Miami-Dade County	<ul style="list-style-type: none"> • Public Health Trust of Miami-Dade County 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Performance Audit • Civil Money Penalty
Touchstone Health Partnership, Inc.	<ul style="list-style-type: none"> • Touchstone Health HMO, Inc. 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Significant problem with beneficiary impact • Fiscal Soundness
Triple-S Management Corporation	<ul style="list-style-type: none"> • Triple-S Salud, Inc. 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Significant problem with beneficiary impact • Performance Audit • Civil Money Penalty

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UnitedHealth Group, Inc.	<ul style="list-style-type: none"> • AMERICHoice OF NEW JERSEY, INC • ARIZONA PHYSICIANS IPA, INC. • UNITEDHEALTHCARE COMMUNITY PLAN OF TEXAS, LLC • UNITEDHEALTHCARE INSURANCE COMPANY • UNITEDHEALTHCARE OF ALABAMA, INC. • UNITEDHEALTHCARE OF FLORIDA, INC. • UNITEDHEALTHCARE OF GEORGIA, INC. • UNITEDHEALTHCARE OF NEW YORK, INC. • UNITEDHEALTHCARE OF PENNSYLVANIA, INC. • UNITEDHEALTHCARE OF WISCONSIN, INC. • UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC. 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Part D Star Ratings • Significant problem with beneficiary impact • Civil Money Penalty
Universal American Corp.	<ul style="list-style-type: none"> • The Pyramid Life Insurance Company 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Significant problem with beneficiary impact • Civil Money Penalty
Universal Health Care Group, Inc. <i>(Terminated)</i>	<ul style="list-style-type: none"> • Universal Health Insurance Company • Universal Health Care, Inc. • Universal HMO of Texas, Inc. 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Part D Star Ratings • Intermediate Sanction • Fiscal Soundness • Termination
WellCare Health Plans, Inc.	<ul style="list-style-type: none"> • Harmony Health Plan of Illinois, Inc. • Wellcare Health Plans of New Jersey, Inc. • Wellcare of Georgia, Inc. • Wellcare of New York, Inc. • Wellcare of Ohio, Inc. • Wellcare of Texas, Inc. 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings