

Outlier Results from the Spring 2014 MA and Part D Past Performance Review

(Review period of January 2013 through February 2014)

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/2015ApplicationCyclePastPerformanceMethodologyFinal_01-15-14.pdf .

| Parent Organization | Contracting Entity(ies) | Outlier for Part C, Part D, or Both | Areas of Poor Performance |
|---|---|---|--|
| BlueCross BlueShield of Louisiana^ | <ul style="list-style-type: none"> • LOUISIANA HEALTH SERVICE AND INDEMNITY COMPANY | D | <ul style="list-style-type: none"> • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings) |
| BlueCross BlueShield of South Carolina (BCBSSC) | <ul style="list-style-type: none"> • BLUECROSS AND BLUESHIELD OF SOUTH CAROLINA | D | <ul style="list-style-type: none"> • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings) |
| CareSource Management Group Co. | <ul style="list-style-type: none"> • CARESOURCE | D | <ul style="list-style-type: none"> • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings) |
| Centene Corporation | <ul style="list-style-type: none"> • BRIDGEWAY HEALTH SOLUTIONS • SUPERIOR HEALTH PLAN, INC. | Bridgeway – C Superior – D | <ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Civil Money Penalty • Outstanding Concerns (Persistent Low Star Ratings) |
| CIGNA | <ul style="list-style-type: none"> • BRAVO HEALTH PENNSYLVANIA, INC. • HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY, INC. | Bravo Pennsylvania – C HealthSpring – C and D | <ul style="list-style-type: none"> • Compliance Letters* • Part C Stars* • Part D Stars* • Financial Audit* • Outstanding Concerns (Persistent Low Star Ratings)* |
| Cuatro LLC | <ul style="list-style-type: none"> • CUATRO LLC | C | <ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Financial Soundness • Performance Audit |

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|---------------------------------|--|--|--|
| CVS Caremark | <ul style="list-style-type: none"> SILVERSCRIPT INSURANCE COMPANY | D | <ul style="list-style-type: none"> Compliance Letters Part D Stars Exclusion during the review period from receiving auto-enrollments of LIS members (recently reinstated) Intermediate Sanction (recently lifted) |
| Express Scripts Holding Company | <ul style="list-style-type: none"> MEDCO CONTAINMENT LIFE AND MEDCO CONTAINMENT OF NEW YORK | D | <ul style="list-style-type: none"> Compliance Letters Significant problem with beneficiary impact* Performance Audit Intermediate Sanction* |
| First Medical Health Plan, Inc. | <ul style="list-style-type: none"> FIRST MEDICAL HEALTH PLAN, INC. | C and D | <ul style="list-style-type: none"> Compliance Letters Part C Stars Part D Stars Outstanding Concerns (Persistent Low Star Ratings) |
| Florida Healthcare Plus, Inc. | <ul style="list-style-type: none"> Florida Healthcare Plus, Inc. | C | <ul style="list-style-type: none"> Compliance Letters Financial Soundness Outstanding Concerns (Civil Money Penalty) |
| HHCS, Inc.^ | <ul style="list-style-type: none"> HHH CHOICES HEALTH PLAN, LLC | C | <ul style="list-style-type: none"> Disruptive Termination |
| Humana, Inc. | <ul style="list-style-type: none"> HUMANA INSURANCE COMPANY ARCADIAN HEALTH PLAN, INC. | Humana Insurance Company – C Arcadian – C and D | <ul style="list-style-type: none"> Compliance Letters Part C Stars Part D Stars* Financial Audit* Outstanding Concerns (Persistent Low Star Ratings)* |
| IASIS Healthcare | <ul style="list-style-type: none"> HEALTH CHOICE ARIZONA, INC. | D | <ul style="list-style-type: none"> Compliance Letters Part D Stars Significant problem with beneficiary impact |
| InnovaCare, Inc. | <ul style="list-style-type: none"> PREFERRED MEDICARE CHOICE, INC. | D | <ul style="list-style-type: none"> Part D Stars Outstanding Concerns (Persistent Low Star Ratings) |

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| MAPFRE PRAICO CORPORATION^ | <ul style="list-style-type: none"> • MAPFRE LIFE INSURANCE COMPANY | C and D | <ul style="list-style-type: none"> • Part D Stars • Intermediate Sanction • Disruptive Termination • Outstanding Concerns (Persistent Low Star Ratings) |
| Medical Card System, Inc. | <ul style="list-style-type: none"> • MCS ADVANTAGE, INC. | C and D | <ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Significant problem with beneficiary impact • Civil Money Penalty • Outstanding Concerns (Persistent Low Star Ratings) |
| National Health Plan Network Inc.^ | <ul style="list-style-type: none"> • NATIONAL HEALTH PLAN NETWORK INC. | C | <ul style="list-style-type: none"> • CMS-Initiated Termination |
| Orange County Health Authority | <ul style="list-style-type: none"> • ORANGE COUNTY HEALTH AUTHORITY | C and D | <ul style="list-style-type: none"> • Compliance Letters • Performance Audit • Intermediate Sanction |
| Public Health Trust of Miami-Dade County^ | <ul style="list-style-type: none"> • PUBLIC HEALTH TRUST OF MIAMI-DADE COUNTY | C and D | <ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Civil Money Penalty • Disruptive Termination |
| Simply Healthcare Holdings, Inc. | <ul style="list-style-type: none"> • SIMPLY HEALTHCARE PLANS, INC. | D | <ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Performance Audit |
| Torchmark Corporation | <ul style="list-style-type: none"> • UNITED AMERICAN INSURANCE COMPANY | D | <ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Significant problem with beneficiary impact • Civil Money Penalty |
| Touchstone Health Partnership, Inc | <ul style="list-style-type: none"> • TOUCHSTONE HEALTH HMO, INC. | C | <ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Outstanding Concerns (Persistent Low Star Ratings) |

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| Triple-S Management Corporation | <ul style="list-style-type: none"> • TRIPLE-S SALUD, INC. | C and D | <ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings) |
| UnitedHealth Group, Inc. | <ul style="list-style-type: none"> • UNITEDHEALTHCARE OF PENNSYLVANIA, INC. • AMERICHoice OF NEW JERSEY, INC • UNITEDHEALTHCARE INSURANCE COMPANY (UHC) • CARE IMPROVEMENT PLUS OF TEXAS INSURANCE COMPANY • CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO. • UNITEDHEALTHCARE COMMUNITY PLAN, INC • UNITEDHEALTHCARE OF GEORGIA, INC. • UNITEDHEALTHCARE OF WISCONSIN, INC. • UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC. | UHC of Pennsylvania – C Americhoice of NJ & UHC – C and D All others – D | <ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings) |
| Universal American Corp. | <ul style="list-style-type: none"> • THE PYRAMID LIFE INSURANCE COMPANY | C and D | <ul style="list-style-type: none"> • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings) |
| Universal Health Care Group, Inc.^ | <ul style="list-style-type: none"> • UNIVERSAL HEALTH CARE INSURANCE COMPANY • UNIVERSAL HEALTH CARE OF NEVADA, INC. • UNIVERSAL HEALTH CARE, INC. • UNIVERSAL HMO OF TEXAS, INC. | C and D | <ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Performance Audit • Intermediate Sanction • Disruptive Termination • Outstanding Concerns (Persistent Low Star Ratings) |

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| Visiting Nurse Service of New York | <ul style="list-style-type: none"> • VNS CHOICE | D | <ul style="list-style-type: none"> • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings) |
| WellCare Health Plans, Inc. | <ul style="list-style-type: none"> • HARMONY HEALTH PLAN OF ILLINOIS, INC. • WELLCARE HEALTH INSURANCE OF ARIZONA, INC. • WELLCARE HEALTH PLANS OF NEW JERSEY, INC. • WELLCARE OF CONNECTICUT, INC. • WELLCARE OF GEORGIA, INC. • WELLCARE OF LOUISIANA, INC. • WELLCARE OF NEW YORK, INC. • WELLCARE OF OHIO, INC. • WELLCARE OF TEXAS, INC. • WELLCARE PRESCRIPTION INSURANCE, INC. • WINDSOR HEALTH PLAN, INC. | Harmony Health Plan of IL, Wellcare of Georgia, and Wellcare of TX – C and D All others – D | <ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Multiple Ad Hoc Corrective Action Plans • Significant problem with beneficiary impact • Outstanding Concerns (Persistent Low Star Ratings) |
| WellPoint, Inc. | <ul style="list-style-type: none"> • AMERIGROUP NEW JERSEY, INC. • AMERIGROUP MARYLAND, INC. • UNICARE LIFE & HEALTH INSURANCE COMPANY | Amerigroup New Jersey – C and D Amerigroup Maryland and Unicare – D | <ul style="list-style-type: none"> • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings) |

^ Indicates that the organization no longer holds a Medicare Advantage or Part D contract with Medicare.

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