

Outlier Results from the Spring 2015 MA and Part D Past Performance Review

(Review period of January 2014 through February 2015)

The table below lists MA organizations and Part D sponsors identified as poor performing or "outlier" organizations during the period from January 2014 through February 2015. The report lists the name of the organization, whether its performance problems were related to Part C, Part D, or both, and the areas of poor performance. The detailed methodology is available at: <http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/Memo-2016-Application-Cycle-Past-Performance-Methodology-v1-021115.pdf>. The process of identifying and holding accountable poor performing organizations improves the beneficiary experience as a whole, insuring better quality, greater adherence to Medicare standards, and fulfilling the need for better beneficiary protection.

Parent Organization	Legal Entity(ies)	Outlier for Part C and/or Part D	Areas of Poor Performance
Aetna, Inc.	<ul style="list-style-type: none"> • Coventry Health and Life Insurance Company • Coventry Health Care of Nebraska, Inc. 	D	<ul style="list-style-type: none"> • Part D Compliance Letters • Multiple Ad Hoc CAPs • Beneficiary Impact CAP • Open Problem (Pending CMP)
AlohaCare	<ul style="list-style-type: none"> • AlohaCare 	C and D	<ul style="list-style-type: none"> • Part C and D Compliance Letters • Part C and D Star Ratings • Beneficiary Impact CAP • Civil Money Penalty
Capital BlueCross	<ul style="list-style-type: none"> • Avalon Insurance Company (D) • Capital Advantage Insurance Company (C and D) • Keystone Health Plan Central, Inc. (C and D) 	C and D	<ul style="list-style-type: none"> • Part C and D Compliance Letters • Part D Star Ratings • Performance Audit • Intermediate Sanction
Catholic Health Initiatives	<ul style="list-style-type: none"> • Soundpath Health 	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Beneficiary Impact CAP • Civil Money Penalty
Centene Corporation	<ul style="list-style-type: none"> • Superior Health Plan, Inc. 	D	<ul style="list-style-type: none"> • Part D Star Ratings • Open Problem (Part D LPI)

Parent Organization	Legal Entity(ies)	Outlier for Part C and/or Part D	Areas of Poor Performance
Chinese Hospital Association	• Chinese Community Health Plan	C and D	<ul style="list-style-type: none"> • Part C Compliance Letters • Performance Audit • Intermediate Sanction
Constellation Health, LLC.	• Constellation Health, LLC.	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Financial Watch List
Cuatro LLC.	• Cuatro LLC.	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings • Financial Watch List
CVS Health Corporation	• Silverscript Insurance Company	D	<ul style="list-style-type: none"> • Part D Compliance Letters • Intermediate Sanction • Civil Money Penalty
Express Scripts Holding Company	• Medco Containment Life and Medco Containment of New York	D	<ul style="list-style-type: none"> • Part D Compliance Letters • Part D Star Ratings • Performance Audit • Intermediate Sanction
Florida Healthcare Plus, Inc.	• Florida Healthcare Plus, Inc.*	C and D	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings • Intermediate Sanction • Civil Money Penalty • Termination
Gateway Health Plan, LP	• Gateway Health Plan, Inc.	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings • Beneficiary Impact CAP
Humana Inc.	• Humana Insurance Company	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Multiple Ad Hoc CAPs • Beneficiary Impact CAP
IDJB Investments, LLC	• Physicians United Plan, Inc.*	C and D	<ul style="list-style-type: none"> • Part D Compliance Letters • Termination
InnovaCare Inc.	• MMM Healthcare, LLC	D	<ul style="list-style-type: none"> • Part D Star Ratings • Open Problem (Part D LPI)
National Health Plan Network, Inc	• National Health Plan Network, Inc*	C	<ul style="list-style-type: none"> • Termination

Parent Organization	Legal Entity(ies)	Outlier for Part C and/or Part D	Areas of Poor Performance
Orange County Health Authority	<ul style="list-style-type: none"> • Orange County Health Authority 	C and D	<ul style="list-style-type: none"> • Part D Compliance Letters • Performance Audit • Intermediate Sanctions
Summa Health System	<ul style="list-style-type: none"> • Summacare, Inc. 	C and D	<ul style="list-style-type: none"> • Part C Compliance Letters • Performance Audit • Intermediate Sanction
Tenet Healthcare Corporation	<ul style="list-style-type: none"> • Phoenix Health Plans, Inc. 	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings • Financial Watch List • Performance Audit • Civil Money Penalty
Touchstone Health Partnership, Inc.	<ul style="list-style-type: none"> • Touchstone Health HMO, Inc. 	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings • Open Problem (Part C LPI)
UnitedHealth Group, Inc.	<ul style="list-style-type: none"> • Care Improvement Plus of Texas Insurance Company 	C	<ul style="list-style-type: none"> • Part C Star Ratings • Open Problem (Part C LPI)
Wellcare Health Plans, Inc.	<ul style="list-style-type: none"> • Harmony Health Plan of Illinois, Inc. • Wellcare Health Insurance Company of Kentucky, Inc. 	D	<ul style="list-style-type: none"> • Part D Compliance Letters • Part D Star Ratings • Beneficiary Impact CAP

*No longer offering any Medicare contracts