

Introduction to the Consistent Poor Performer Notice

What's the purpose of this notice?

This notice lets people know that they are enrolled in a plan that has been identified as a consistent poor performer. This means that the plan has received an overall star rating of less than three stars for at least three years.

This notice encourages people to use the Annual Election Period (also known as the Medicare fall open enrollment period) as their opportunity to review other plans available in their area and consider enrolling in a plan with a higher star rating.

Who gets this notice?

Medicare mails this notice to people who are enrolled in plans that have an overall star rating of “poor” or “below average” for at least the last three years.

When do people get this notice?

This notice is mailed in late-October.

What should people do next?

People with Medicare should consider their options carefully. They should:

- Review their health and prescription drug needs and use the Medicare Plan Finder to find and compare plans in their area.
- Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.
- Call their State Health Insurance Assistance Programs (SHIP) for free personalized health insurance counseling. See the “Medicare & You” handbook or call 1-800-MEDICARE for the phone number for their state.

People should reference CMS Product No. 11627 of 11627-S if they call Medicare or their SHIP with questions.



<BENEFICIARY NAME>
<ADDRESS>
<CITY STATE ZIP>

HICN <1234>
October 2012

Important Information About Your Medicare Plan Options

Each year we give star ratings to Medicare health and drug plans. These ratings help you compare plans based on their quality and performance. A 5-star rating is considered “excellent.”

You are currently enrolled in <ORGANIZATION’S NAME>’S <PLAN NAME>. <ORGANIZATION NAME> has been rated “poor” or “below average” for at least the last three years. We encourage you to compare this plan to other options in your area and decide if it is still the right choice for you.

What to Do Next

1. Review your health and prescription drug needs.
2. Visit www.medicare.gov/find-a-plan to find and compare plans in your area. You can even enter your information for a personalized search if you like. Once you see the list of plans, you can view the star ratings by selecting the plan name.

If You Want to Change Plans

1. During the fall Open Enrollment Period (October 15 - December 7), you can change plans by calling the new plan directly. You can also use www.medicare.gov to enroll in the new plan, or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. Your new coverage will start on January 1.
2. After January 1, you have a one-time chance to choose and enroll in a plan rated 3-stars or better. Call 1-800-MEDICARE to make a change. Your new coverage will start the first day of the month after you call.

Get Help & More Information

To get help with your choices, call your State Health Insurance Assistance Program (SHIP) at <SHIP phone number> or call 1-800-MEDICARE.

¿Necesita usted una copia de este aviso en Español? Llame al 1-800-MEDICARE (1-800-633-4227). Los usuarios de TTY deberán llamar al 1-877-486-2048.



7500 Security Boulevard
Baltimore, MD 21244-1850

<BENEFICIARY NAME>
<ADDRESS>
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HICN <1234>
Octubre 2012

Información Importante Sobre Sus Opciones de Planes Medicare

Cada año se clasifican con estrellas los planes de salud y de medicamentos de Medicare. Estas clasificaciones le ayudan a comparar la calidad y servicio de los planes. Una calificación de 5 estrellas se considera “excelente”.

Usted está inscrito en el <PLAN NAME> de <ORGANIZATION’S NAME>. <ORGANIZATION NAME> ha sido clasificada por un mínimo de tres años como “pobre” o “de bajo promedio”. Le recomendamos que compare su plan con otras opciones en su área y decida si este plan sigue siendo su mejor opción.

Qué Hacer Después

1. Revise sus necesidades de salud y medicamentos recetados.
2. Visite www.medicare.gov/find-a-plan para buscar y comparar los planes en su área. Puede hasta incluir su información para una búsqueda personalizada. Cuando vea la lista de planes, puede ver la clasificación de estrellas seleccionando el nombre del plan.

Si Quiere Cambiar de Plan

1. Usted puede cambiar de plan llamando directamente al nuevo plan durante el Período de Inscripción Abierta (15 de octubre al 7 de diciembre). También puede visitar www.medicare.gov para inscribir en un plan nuevo o llamar al 1-800-MEDICARE (1-800-633-4227). Los usuarios de TTY deben llamar al 1-877-486-2048. Su cobertura nueva comenzará el 1 de enero.
2. Después del 1 de enero, usted tiene una sola oportunidad de elegir e inscribirse en un plan de 3 o más estrellas. Llame al 1-800-MEDICARE para hacer el cambio. Su cobertura comenzará el primer día del mes siguiente de haber llamado.

Para Ayuda y Más Información

Para conseguir ayuda con sus opciones, llame al Programa Estatal de Asistencia con el Seguro Médico (SHIP en inglés) al <SHIP phone number> o llame al 1-800-MEDICARE.

**To get a copy of this notice in English, call 1-800-MEDICARE (1-800-633-4227).
TTY users should call 1-877-486-2048.**