

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR DRUG and HEALTH PLAN CHOICE

To: All Medicare Advantage Organizations (MAO) Sponsors
From: Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group
Subject: CY 2010 Part C Plan Ratings Preview Period

This fall the Center for Medicare & Medicaid Services (CMS) will release improved Part C ratings in its web-based information tools for Medicare beneficiaries. In addition to showing the previous year's plan summary rating, CMS is adding additional measures related to telephone customer service, disenrollment and audit findings. We have also made enhancements in labels, language and website functionality based on testing with consumers. CMS hopes these changes will help people with Medicare more easily compare plans based on cost, quality, and performance.

Please be aware of the preview period which will begin on September 16th in the Health Plan Management System (HPMS). Comments or questions should be sent to PartCratings@cms.hhs.gov.

Thank you for your continued support to help people with Medicare review their health plan options.