

# Fact Sheet - 2019 Part C and D Star Ratings

*Note: The information included in this Fact Sheet is based on the 2019 Star Ratings published on Medicare Plan Finder (MPF) on October 10, 2018. For details on the Medicare Advantage (MA) and Part D Star Ratings, please refer to the 2019 MA Part C & D Star Ratings Technical Notes available at <http://go.cms.gov/partcanddstarratings>.*

## Introduction

The Centers for Medicare & Medicaid Services (CMS) publishes the Part C and D Star Ratings each year to measure the quality of and reflect the experiences of beneficiaries enrolled in Medicare Advantage (MA) and Prescription Drug Plans (PDPs or Part D plans) and assist beneficiaries in finding the best plan for them. The Star Ratings support CMS's efforts to put the patient first in all of our programs. As part of this effort, patients should be empowered to work with their health care providers to make health care decisions that are best for them. An important component of this effort is to provide Medicare beneficiaries and their family members with meaningful information about quality and cost to assist them in being active health care consumers.

## Highlights of Contract Performance in 2019 Star Ratings<sup>1</sup>

Medicare Advantage with prescription drug coverage (MA-PD) contracts are rated on up to 46 unique quality and performance measures; MA-only contracts (without prescription drug coverage) are rated on up to 34 measures; and stand-alone PDP contracts are rated on up to 14 measures. Each year, CMS conducts a comprehensive review of the measures that make up the Star Ratings, considering the reliability of the measures, clinical recommendations, feedback received from stakeholders, and data issues. For the 2019 Star Ratings, we introduced two new measures, Statin Therapy for Patients with Cardiovascular Diseases (Part C) and Statin Use in Persons with Diabetes (Part D); transitioned the Beneficiary Access and Performance Problems measure to the display page; implemented scaled reductions for data completeness issues identified for the Part C and D appeals measures; and implemented a new policy to adjust the Star Ratings for contracts affected by major disasters.

## Rating Distribution

The last row in Table 1 details the trend in the average overall Star Ratings weighted by enrollment for MA contracts offering prescription drug coverage (MA-PDs) for the period of 2016 to 2019.

- Approximately 45 percent of MA-PDs (170 contracts) that will be offered in 2019 earned 4 stars or higher for their 2019 overall rating.
- Weighted by enrollment, close to 74 percent of MA-PD enrollees are currently in contracts that will have 4 or more stars in 2019.

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<sup>1</sup> Tables contained in this document may not have sums of percentages of 100.00 due to rounding.

**Table 1: 2016 - 2019 Overall Star Rating Distribution for MA-PD Contracts**

| Overall Rating              | 2016<br>Number of<br>Contracts | 2016<br>% | 2016<br>Weighted by<br>Enrollment | 2017<br>Number of<br>Contracts | 2017<br>% | 2017<br>Weighted by<br>Enrollment | 2018<br>Number of<br>Contracts | 2018<br>% | 2018<br>Weighted by<br>Enrollment | 2019<br>Number of<br>Contracts | 2019<br>% | 2019<br>Weighted by<br>Enrollment |
|-----------------------------|--------------------------------|-----------|-----------------------------------|--------------------------------|-----------|-----------------------------------|--------------------------------|-----------|-----------------------------------|--------------------------------|-----------|-----------------------------------|
| 5 stars                     | 12                             | 3.25      | 10.23                             | 14                             | 3.86      | 9.81                              | 16                             | 4.16      | 11.17                             | 14                             | 3.72      | 8.93                              |
| 4.5 stars                   | 65                             | 17.62     | 25.02                             | 70                             | 19.28     | 24.45                             | 58                             | 15.06     | 23.52                             | 63                             | 16.76     | 26.35                             |
| 4 stars                     | 102                            | 27.64     | 35.71                             | 96                             | 26.45     | 34.9                              | 97                             | 25.19     | 38.19                             | 93                             | 24.73     | 38.56                             |
| 3.5 stars                   | 113                            | 30.62     | 19.6                              | 109                            | 30.03     | 22.06                             | 139                            | 36.1      | 22.45                             | 124                            | 32.98     | 18.91                             |
| 3 stars                     | 66                             | 17.89     | 8.6                               | 65                             | 17.91     | 8.17                              | 61                             | 15.84     | 4.2                               | 66                             | 17.55     | 6.92                              |
| 2.5 stars                   | 11                             | 2.98      | 0.84                              | 9                              | 2.48      | 0.62                              | 12                             | 3.12      | 0.46                              | 16                             | 4.26      | 0.34                              |
| 2 stars                     |                                |           |                                   |                                |           |                                   | 2                              | 0.52      | 0.02                              |                                |           |                                   |
| Total Rated Contracts       | 369                            | 100       |                                   | 363                            | 100       |                                   | 385                            | 100       |                                   | 376                            | 100       |                                   |
| Not enough data available   | 70                             |           |                                   | 93                             |           |                                   | 84                             |           |                                   | 94                             |           |                                   |
| Plan too new to be measured | 119                            |           |                                   | 73                             |           |                                   | 84                             |           |                                   | 116                            |           |                                   |
| <b>Average Star Rating*</b> | <b>4.03</b>                    |           |                                   | <b>4.02</b>                    |           |                                   | <b>4.07</b>                    |           |                                   | <b>4.05</b>                    |           |                                   |

\* The average Star Rating is weighted by enrollment.

The last row in Table 2 details the trend in the average Part D Ratings weighted by enrollment for stand-alone PDPs for the period of 2016 to 2019.

- Approximately 31 percent of PDPs (16 contracts) that will be active in 2019 received 4 or more stars for their 2019 Part D rating.
- Weighted by enrollment, close to 3.5 percent of PDP enrollees are in contracts with 4 or more stars. Most PDP enrollees are in 3.5 star contracts.

**Table 2: 2016 - 2019 Part D Rating Distribution for PDPs**

| Overall Rating              | 2016<br>Number of<br>Contracts | 2016<br>% | 2016<br>Weighted by<br>Enrollment | 2017<br>Number of<br>Contracts | 2017<br>% | 2017<br>Weighted by<br>Enrollment | 2018<br>Number of<br>Contracts | 2018<br>% | 2018<br>Weighted by<br>Enrollment | 2019<br>Number of<br>Contracts | 2019<br>% | 2019<br>Weighted by<br>Enrollment |
|-----------------------------|--------------------------------|-----------|-----------------------------------|--------------------------------|-----------|-----------------------------------|--------------------------------|-----------|-----------------------------------|--------------------------------|-----------|-----------------------------------|
| 5 stars                     | 2                              | 3.39      | 0.13                              | 6                              | 10.91     | 2.28                              | 7                              | 12.96     | 2.03                              | 4                              | 7.69      | 1.92                              |
| 4.5 stars                   | 10                             | 16.95     | 1.63                              | 8                              | 14.55     | 0.65                              | 5                              | 9.26      | 0.28                              | 5                              | 9.62      | 0.69                              |
| 4 stars                     | 12                             | 20.34     | 29.95                             | 13                             | 23.64     | 37.74                             | 16                             | 29.63     | 45.03                             | 7                              | 13.46     | 0.83                              |
| 3.5 stars                   | 13                             | 22.03     | 21.8                              | 16                             | 29.09     | 25.55                             | 17                             | 31.48     | 36.39                             | 14                             | 26.92     | 58.66                             |
| 3 stars                     | 15                             | 25.42     | 39.88                             | 9                              | 16.36     | 31.84                             | 5                              | 9.26      | 8                                 | 17                             | 32.69     | 31.72                             |
| 2.5 stars                   | 6                              | 10.17     | 6.6                               | 3                              | 5.45      | 1.94                              | 2                              | 3.7       | 4.6                               | 2                              | 3.85      | 0.37                              |
| 2 stars                     | 1                              | 1.69      | 0.01                              | 0                              | 0         | 0                                 | 2                              | 3.7       | 3.66                              | 2                              | 3.85      | 5.45                              |
| 1.5 stars                   | 0                              | 0         | 0                                 | 0                              | 0         | 0                                 | 0                              | 0         | 0                                 | 1                              | 1.92      | 0.35                              |
| Total Number of Contracts   | 59                             | 100       |                                   | 55                             | 100       |                                   | 54                             | 100       |                                   | 52                             | 100       |                                   |
| Not enough data available   | 6                              |           |                                   | 5                              |           |                                   | 6                              |           |                                   | 7                              |           |                                   |
| Plan too new to be measured | 7                              |           |                                   | 4                              |           |                                   | 3                              |           |                                   | 4                              |           |                                   |
| <b>Average Star Rating*</b> | <b>3.4</b>                     |           |                                   | <b>3.55</b>                    |           |                                   | <b>3.62</b>                    |           |                                   | <b>3.29</b>                    |           |                                   |

\* The average Star Rating is weighted by enrollment.

### 5-Star Contracts

A total of 19 contracts are highlighted on MPF with a high performing (gold star) icon indicating they earned 5 stars; 14 are MA-PD contracts (Table 3), one is an MA-only contract (Table 4), and four are PDPs (Table 5).

For 2019, there are nine contracts that will receive the gold star icon that did not receive it in 2018. Of the nine new 5-star contracts, there are seven MA-PDs, one MA-only, and one PDP. The contracts receiving the gold star icon in 2019 that did not receive it in 2018 are highlighted in Tables 3, 4 and 5, and the contract number and name are italicized. The tables below show both the Employer Group Health Plan (EGHP) service areas, if applicable, and the non-EGHP service areas.

**Table 3: MA-PD Contracts Receiving the 2019 High Performing Icon**

| Contract | Contract Name                                    | Parent Organization                                     | Enrolled 10/2018 | Non-EGHP Service Area               | EGHP Service Area  | 5 Star Last Year | SNP |
|----------|--|---|------------------|-------------------------------------|--------------------|------------------|-----|
| H0332    | Ks Plan Administrators, Llc                      | Kelsey-Seybold Medical Group, PLLC                      | 33,146           | 4 counties in TX                    | 251 counties in TX | Yes              | No  |
| H0524    | Kaiser Foundation Hp, Inc.                       | Kaiser Foundation Health Plan, Inc.                     | 1,176,635        | 32 counties in CA                   | Not applicable     | Yes              | Yes |
| H1019    | Careplus Health Plans, Inc.                      | Humana Inc.   | 116,715          | 16 counties in FL                   | Not applicable     | No               | Yes |
| H1035    | Health Options, Inc.                             | Guidewell Mutual Holding Corporation                    | 14,442           | 29 counties in FL                   | 38 counties in FL  | No               | Yes |
| H1230    | Kaiser Foundation Hp, Inc.                       | Kaiser Foundation Health Plan, Inc.                     | 32,019           | 3 counties in HI                    | Not applicable     | Yes              | Yes |
| H2150    | Kaiser Fndn Hp Of The Mid-atlantic Sts           | Kaiser Foundation Health Plan, Inc.                     | 72,123           | 4 counties in MD, 9 counties in VA  | Not applicable     | Yes              | No  |
| H2172    | Kaiser Fdtn Hlth Plan Of The Mid-atlantic States | Kaiser Foundation Health Plan, Inc.                     | 4,344            | D.C., 8 counties in MD              | Not applicable     | Yes              | No  |
| H2256    | Tufts Associated Health Maintenance Organization | Tufts Associated HMO, Inc.                              | 102,018          | 10 counties in MA                   | Not applicable     | Yes              | Yes |
| H4461    | Cariten Health Plan Inc.                         | Humana Inc.   | 109,999          | 50 counties in TN                   | Not applicable     | No               | Yes |
| H5209    | Care Wisconsin Health Plan, Inc.                 | Care Wisconsin First, Inc.                              | 1,948            | 31 counties in WI                   | Not applicable     | No               | Yes |
| H5410    | Healthspring Of Florida                          | CIGNA   | 46,948           | 11 counties in FL                   | 56 counties in FL  | No               | Yes |
| H5431    | Healthsun Health Plans, Inc.                     | Anthem Inc.   | 45,388           | 2 counties in FL                    | Not applicable     | Yes              | No  |
| H5591    | Martin's Point Generations Advantage, Inc.       | Martin's Point Health Care, Inc.                        | 42,942           | 16 counties in ME, 8 counties in NH | Not applicable     | No               | Yes |
| H9834    | Gundersen Health Plan Of Minnesota               | University of Wisconsin Hospitals and Clinics Authority | 854              | 3 counties in MN                    | Not applicable     | No               | No  |

**Table 4: MA-only Contract Receiving the 2019 High Performing Icon<sup>2</sup>**

| Contract | Contract Name                        | Parent Organization             | Enrolled 10/2018 | EGHP Service Area | Non-EGHP Service Area             | 5 Star Last Year |
|----------|--------------------------------------|---------------------------------|------------------|-------------------|-----------------------------------|------------------|
| H1651    | Medical Associates Health Plan, Inc. | Medical Associates Clinic, P.C. | 11,775           | Not applicable    | 60 counties in IA, 1 county in IL | No               |

**Table 5: PDP Contracts Receiving the 2019 High Performing Icon**

| Contract | Contract Name                                  | Parent Organization                             | Enrolled 10/2018 | Non-EGHP Service Area   | EGHP Service Area | 5 Star Last Year |
|----------|--|---|------------------|---|-------------------|------------------|
| S2893    | Anthem Insurance Co. & Bcbmsa & Bcbri & Bcbvt  | Anthem Insurance Co. & BCBSMA & BCBSRI & BCBSVT | 176,893          | 1 region - Central New England (Connecticut, Massachusetts, Rhode Island, and Vermont)                                    | 37 regions        | Yes              |
| S3521    | Excellus Health Plan, Inc.                     | Lifetime Healthcare, Inc.                       | 8,401            | Not applicable  | 39 regions        | Yes              |
| S4501    | Independent Health Benefits Corporation        | Independent Health Association, Inc.            | 8,689            | Not applicable  | 33 regions        | No               |
| S5743    | Wellmark Ia & Sd, & Bcbms Mn, Mt, Ne, Nd, & Wy | BCBS MN, MT, NE, ND, WY, Wellmark IA and SD     | 283,516          | 1 region - Upper Midwest and Northern Plains (Iowa, Minnesota, Montana, Nebraska, North Dakota, South Dakota and Wyoming) | 33 regions        | Yes              |

***Consistently Low Performers***

There are four contracts identified on the MPF with the Low Performing Icon (LPI) for consistently low quality ratings as detailed in Table 6. These contracts are receiving the LPI for Part C and/or Part D summary ratings of 2.5 or fewer stars from 2017 through 2019.

**Table 6: 2019 Contracts with a Low Performing Icon (LPI)**

| Contract | Contract Name                            | Parent Organization                     | Reason for LPI | Enrolled 10/2018 | SNP |
|----------|--|---|----------------|------------------|-----|
| H3071    | Community Care Alliance Of Illinois, Nfp | Family Health Network                   | Part C or D    | 5,228            | No  |
| H5991    | Affinity Health Plan, Inc.               | Affinity Health Services Holdings, Inc. | Part C         | 13,551           | Yes |
| H8634    | Health Care Service Corporation          | Health Care Service Corporation         | Part C         | 20,528           | No  |
| H9190    | Gateway Health Plan Of Ohio, Inc.        | Gateway Health Plan, LP                 | Part C and D   | 10,426           | Yes |

***Length of Time in Program and Performance***

Overall, higher Star Ratings are associated with contracts that have more experience in the MA program. A similar pattern exists for PDPs. The tables below show the distribution of ratings by the number of years in the program (MA-PDs are shown in Table 7 and PDPs in Table 8).

<sup>2</sup> MA-only contracts cannot offer SNPs.

**Table 7: Distribution of Overall Star Ratings by Length of Time in Program for MA-PDs**

| 2019 Overall Rating             | Count Less than 5 years | % Less than 5 years | Count 5 years to less than 10 years | % 5 years to less than 10 years | Count Greater than 10 years | % Greater than 10 years |
|---------------------------------|-------------------------|---------------------|-------------------------------------|---------------------------------|-----------------------------|-------------------------|
| 5 stars                         | 1                       | 1.22                | 1                                   | 1.72                            | 12                          | 5.08                    |
| 4.5 stars                       | 4                       | 4.88                | 6                                   | 10.34                           | 53                          | 22.46                   |
| 4 stars                         | 13                      | 15.85               | 17                                  | 29.31                           | 63                          | 26.69                   |
| 3.5 stars                       | 29                      | 35.37               | 20                                  | 34.48                           | 75                          | 31.78                   |
| 3 stars                         | 24                      | 29.27               | 14                                  | 24.14                           | 28                          | 11.86                   |
| 2.5 stars                       | 11                      | 13.41               | 0                                   | 0.00                            | 5                           | 2.12                    |
| 2 stars                         | 0                       | 0.00                | 0                                   | 0.00                            | 0                           | 0.00                    |
| 1.5 stars                       | 0                       | 0.00                | 0                                   | 0.00                            | 0                           | 0.00                    |
| 1 star                          | 0                       | 0.00                | 0                                   | 0.00                            | 0                           | 0.00                    |
| Total Number of Rated Contracts | 82                      |                     | 58                                  |                                 | 236                         |                         |

**Table 8: Distribution of Part D Ratings by Length of Time in Program for PDPs**

| 2018 Part D Rating              | Count Less than 5 years | % Less than 5 years | Count 5 years to less than 10 years | % 5 years to less than 10 years | Count Greater than 10 years | % Greater than 10 years |
|---------------------------------|-------------------------|---------------------|-------------------------------------|---------------------------------|-----------------------------|-------------------------|
| 5 stars                         | 1                       | 16.67               | 0                                   | 0.00                            | 3                           | 7.14                    |
| 4.5 stars                       | 1                       | 16.67               | 2                                   | 50.00                           | 2                           | 4.76                    |
| 4 stars                         | 0                       | 0.00                | 1                                   | 25.00                           | 6                           | 14.29                   |
| 3.5 stars                       | 0                       | 0.00                | 0                                   | 0.00                            | 14                          | 33.33                   |
| 3 stars                         | 2                       | 33.33               | 1                                   | 0.00                            | 14                          | 33.33                   |
| 2.5 stars                       | 1                       | 16.67               | 0                                   | 25.00                           | 1                           | 2.38                    |
| 2 stars                         | 0                       | 0.00                | 0                                   | 0.00                            | 2                           | 4.76                    |
| 1.5 stars                       | 1                       | 16.67               | 0                                   | 0.00                            | 0                           | 0.00                    |
| 1 star                          | 0                       | 0.00                | 0                                   | 0.00                            | 0                           | 0.00                    |
| Total Number of Rated Contracts | 6                       |                     | 4                                   |                                 | 42                          |                         |

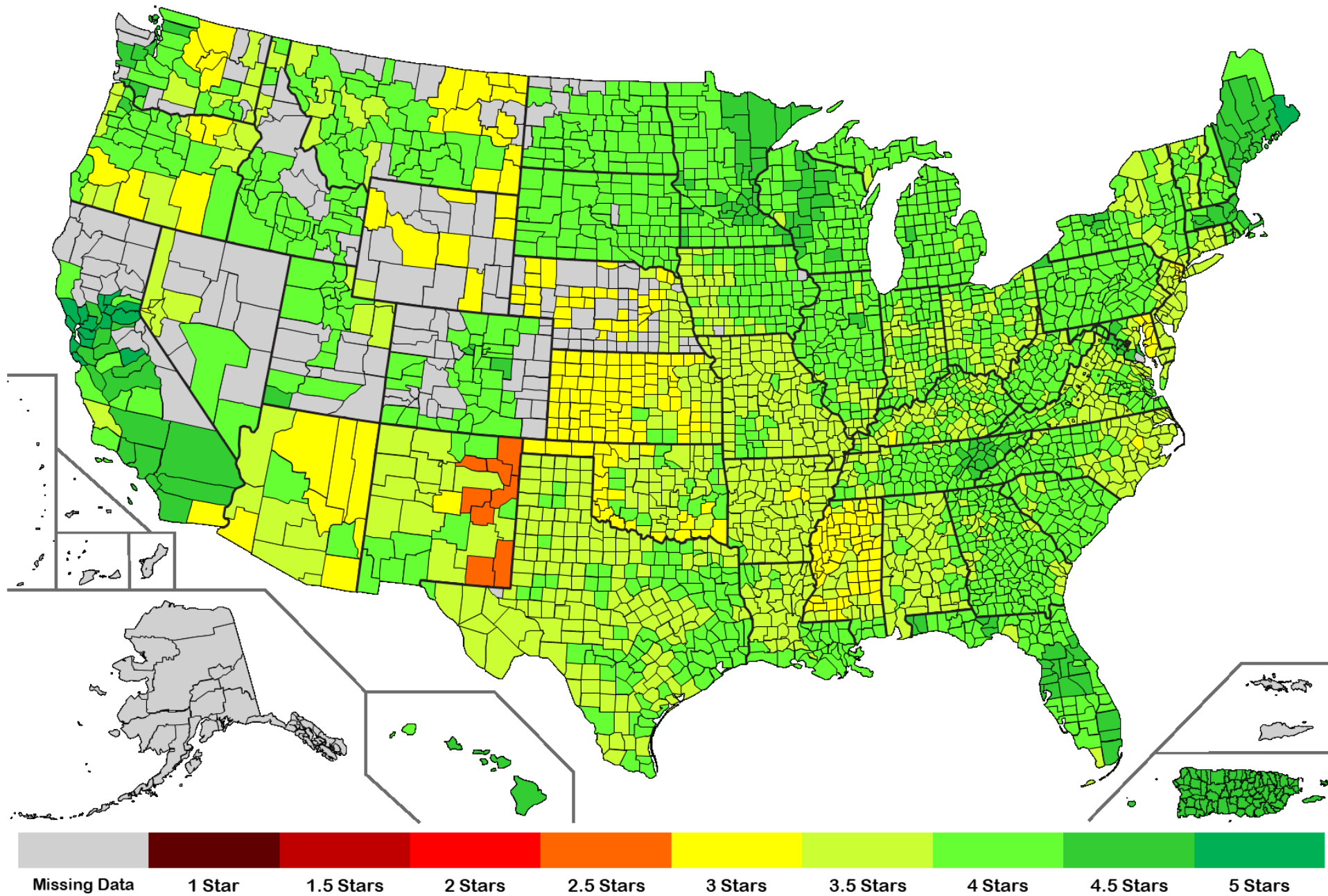
### *Geographic Variation*

The following eight maps illustrate the average Star Ratings weighted by enrollment per county for MA-PDs and PDPs across the U.S., including territories, between 2016 and 2019.<sup>3</sup> These maps exclude the employer group health plans. Counties shaded in green indicate that the enrollment-weighted mean for the overall Star Rating in the county for MA-PDs or Part D Rating for PDPs is 4 or more stars. Similarly, counties shaded in yellow indicate that the mean rating is 3 stars, and areas shaded in orange indicate that the mean rating is less than 3 stars. Areas in gray indicate data are not available for those counties. Among the changes and updates from previous years are:

- Highly rated MA-PDs continue to be available in the vast majority of regions across the country.
- In the period from 2016 through 2019, the number of highly-rated PDPs across the country generally increased (as evident by the greater percentage of green shaded regions on the maps over time); although in 2019, there was a downward shift in the mean rating in some counties (as evidenced by the greater percentage of yellow shaded regions). Please note that the data are not fully comparable from one year to the next as measures are added and removed from the program.

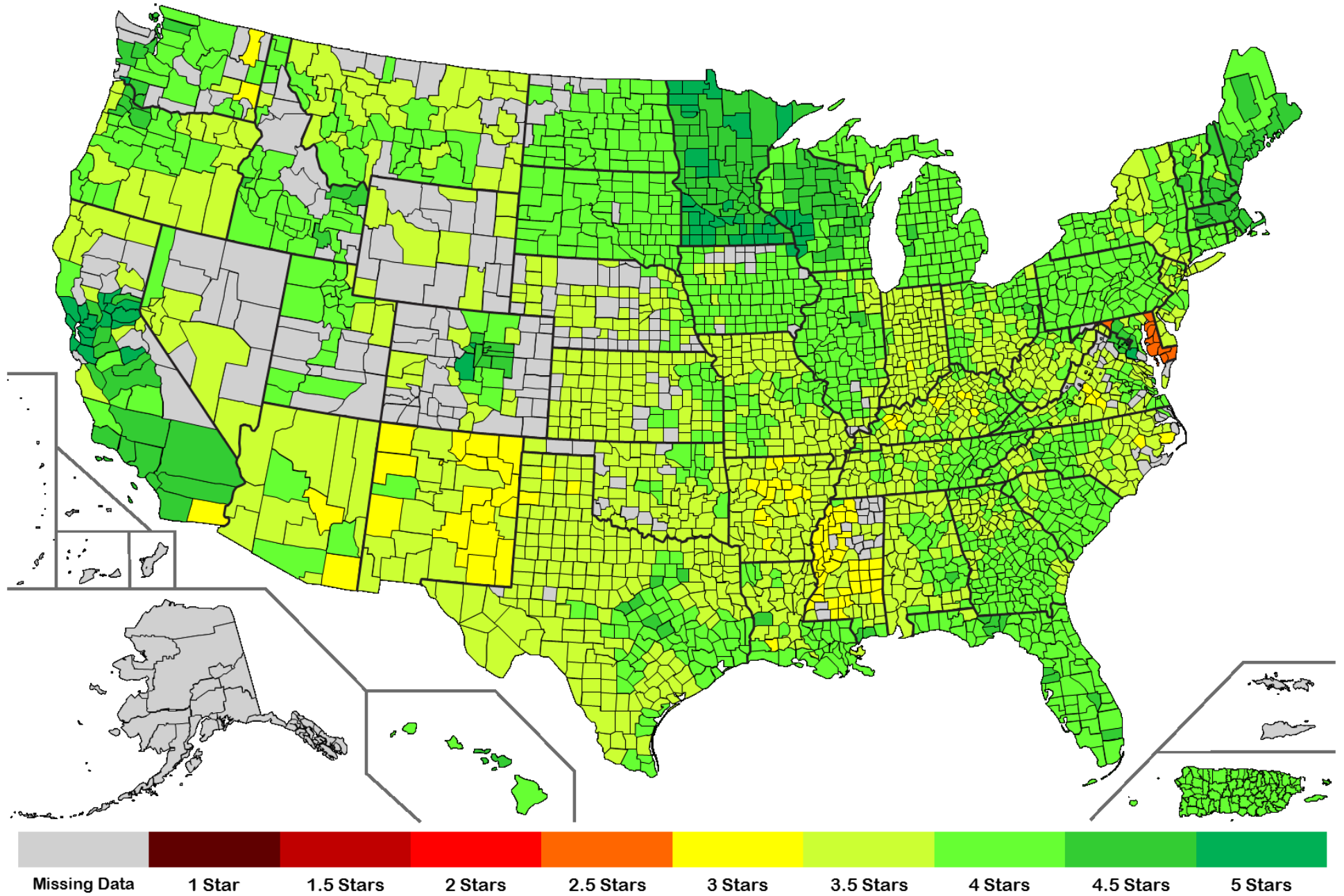
<sup>3</sup> Comparisons of Star Ratings across years do not reflect annual revisions made by CMS to the Star Ratings methodology or measure set.

## 2019 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties

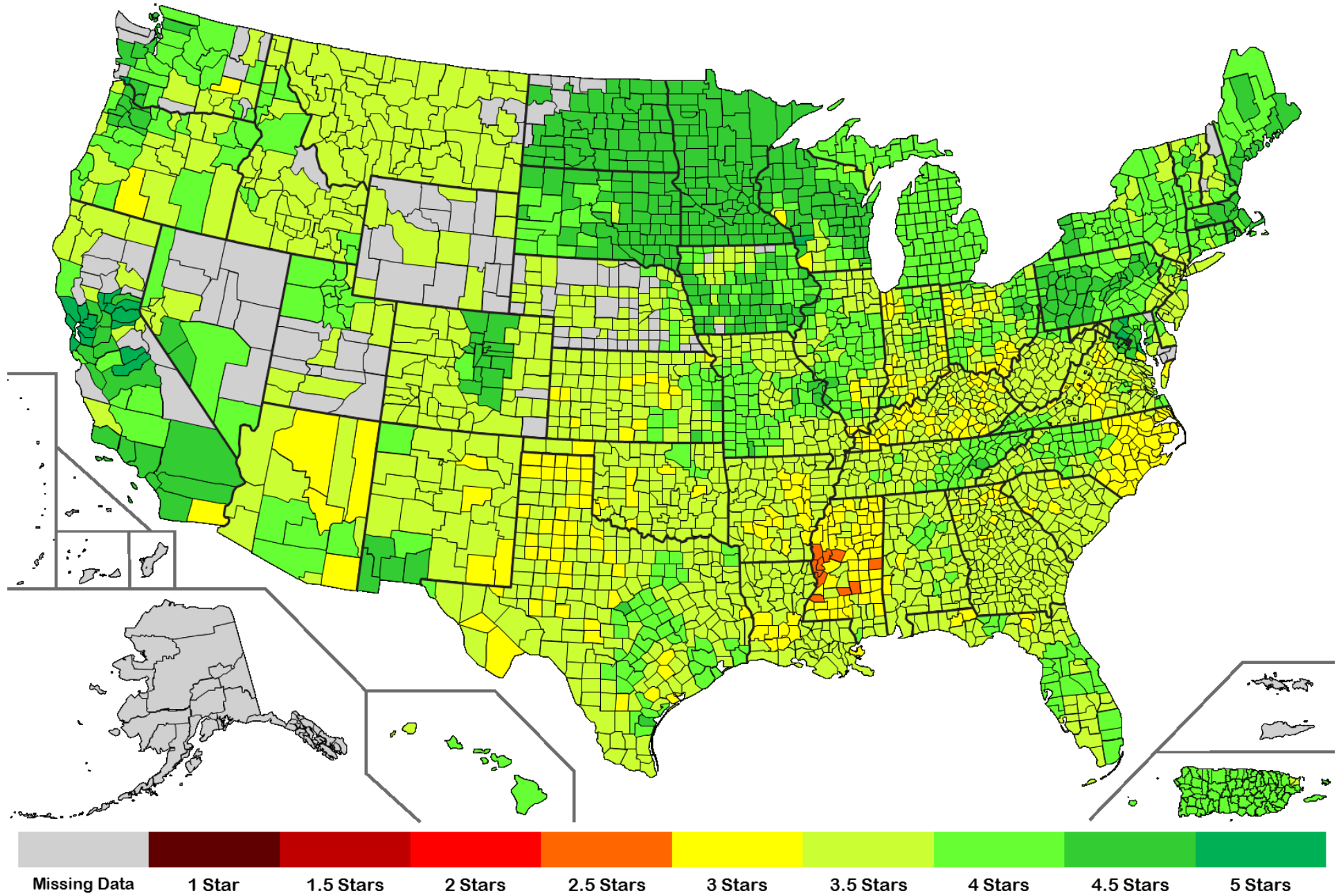




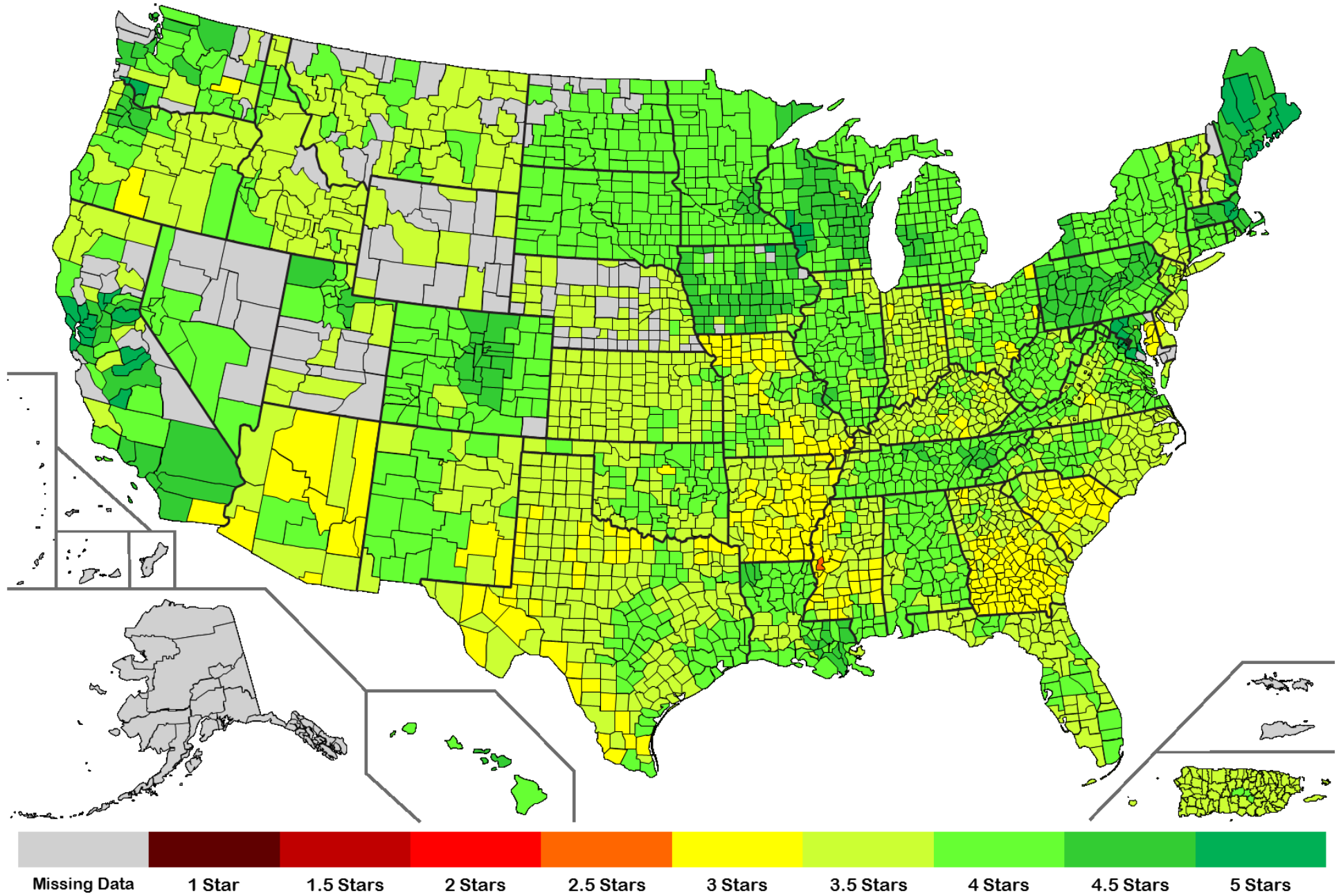
## 2018 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties



## 2017 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties

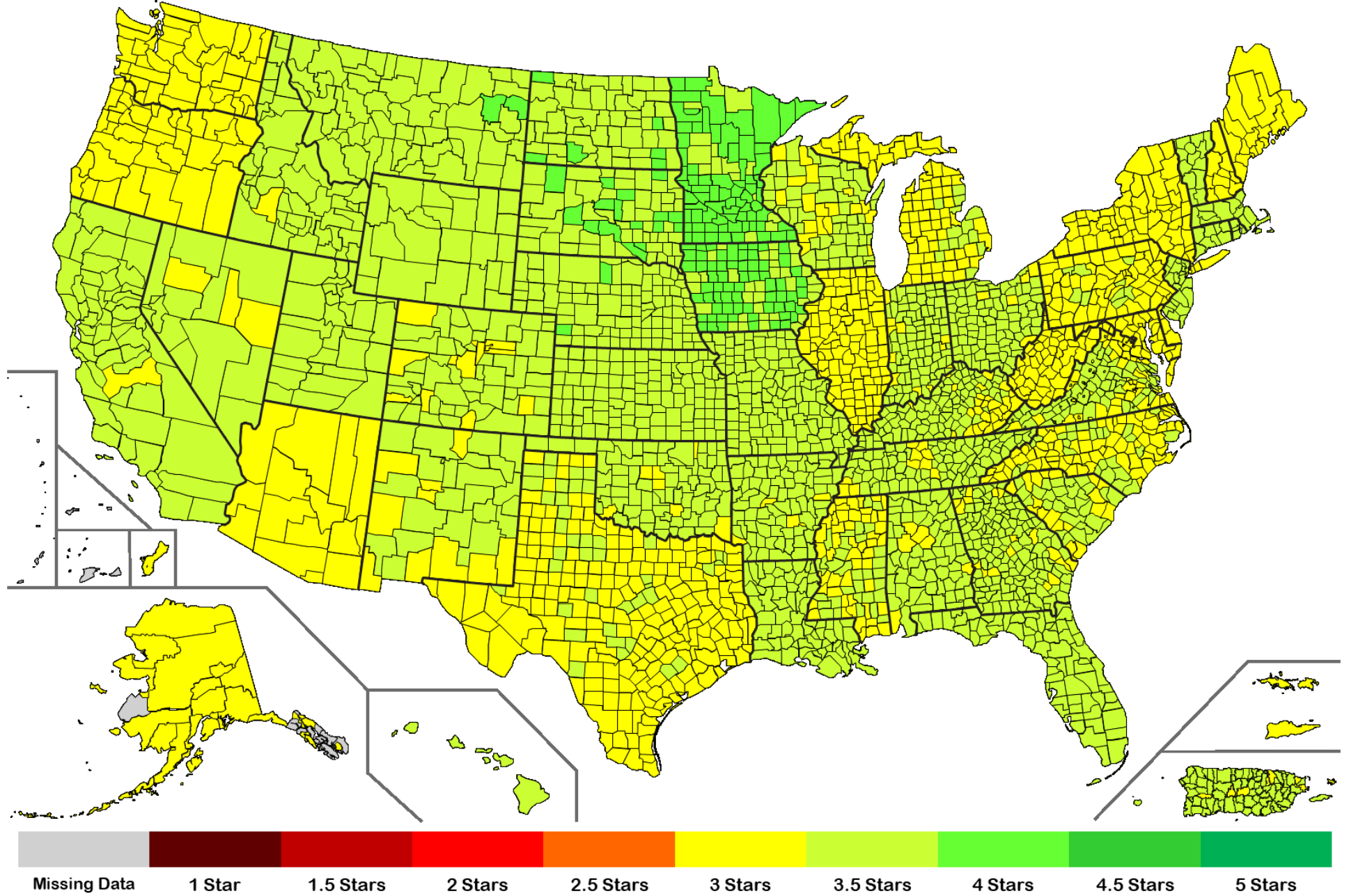


## 2016 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties

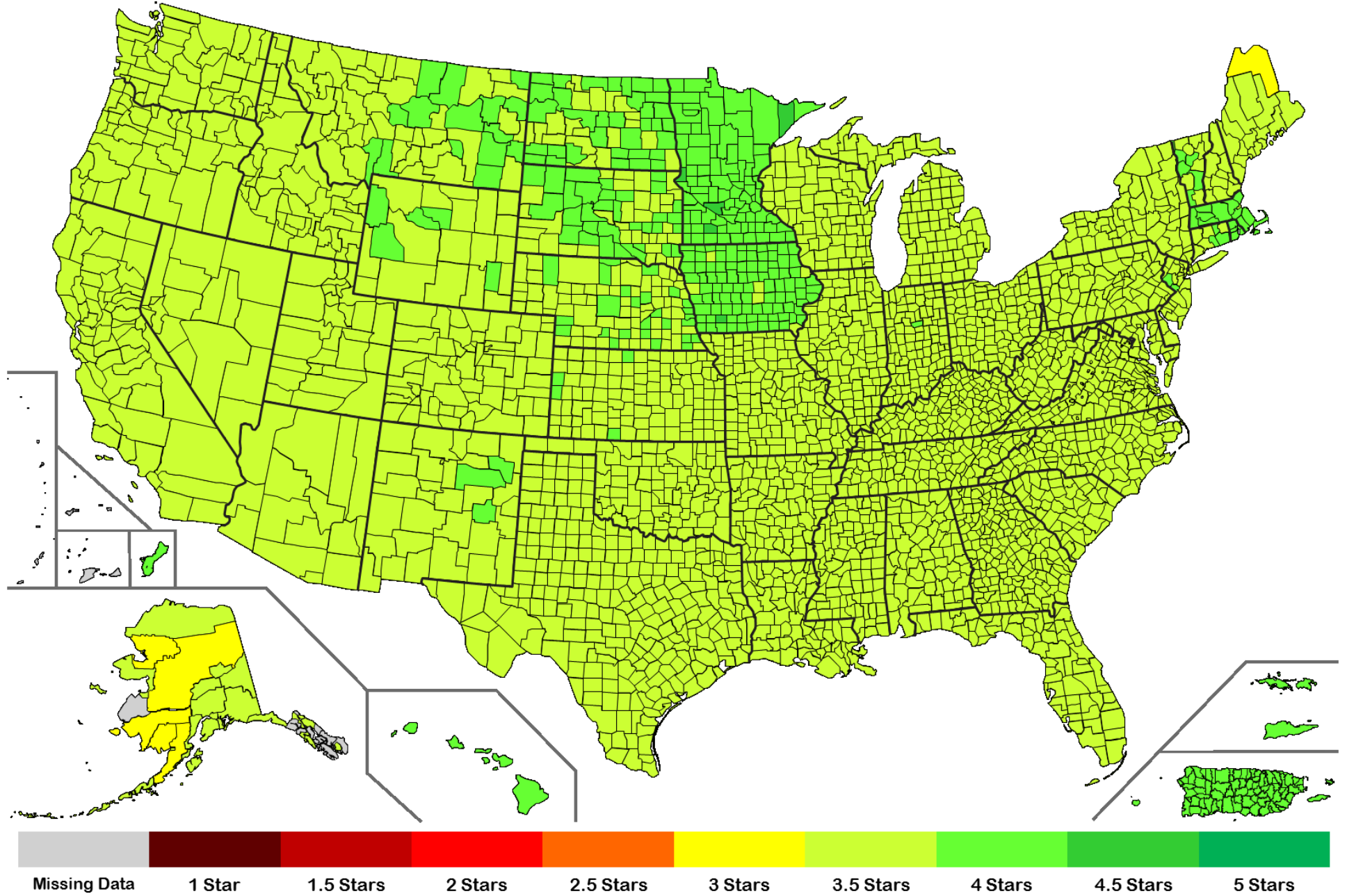




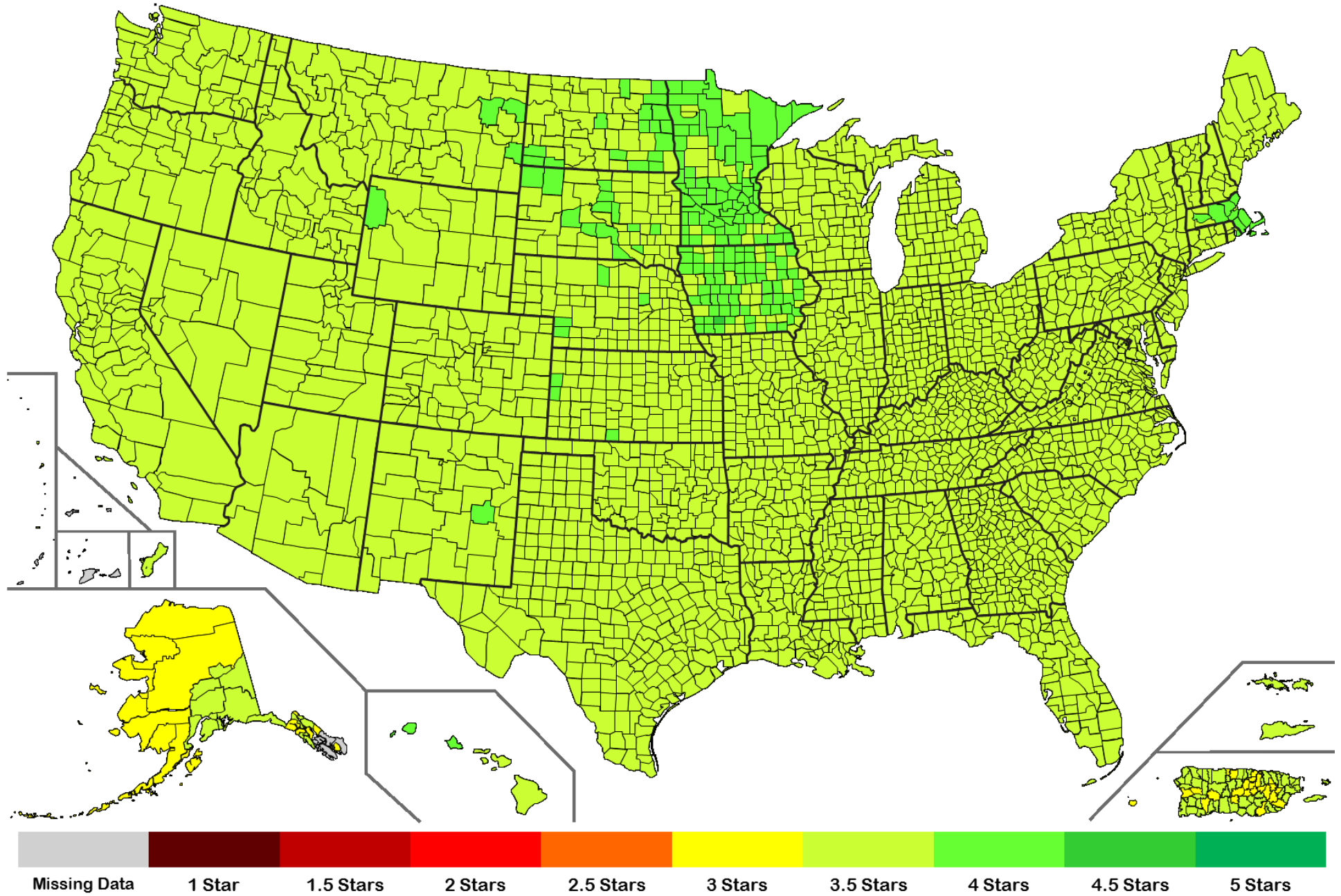
## 2019 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties



## 2018 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties

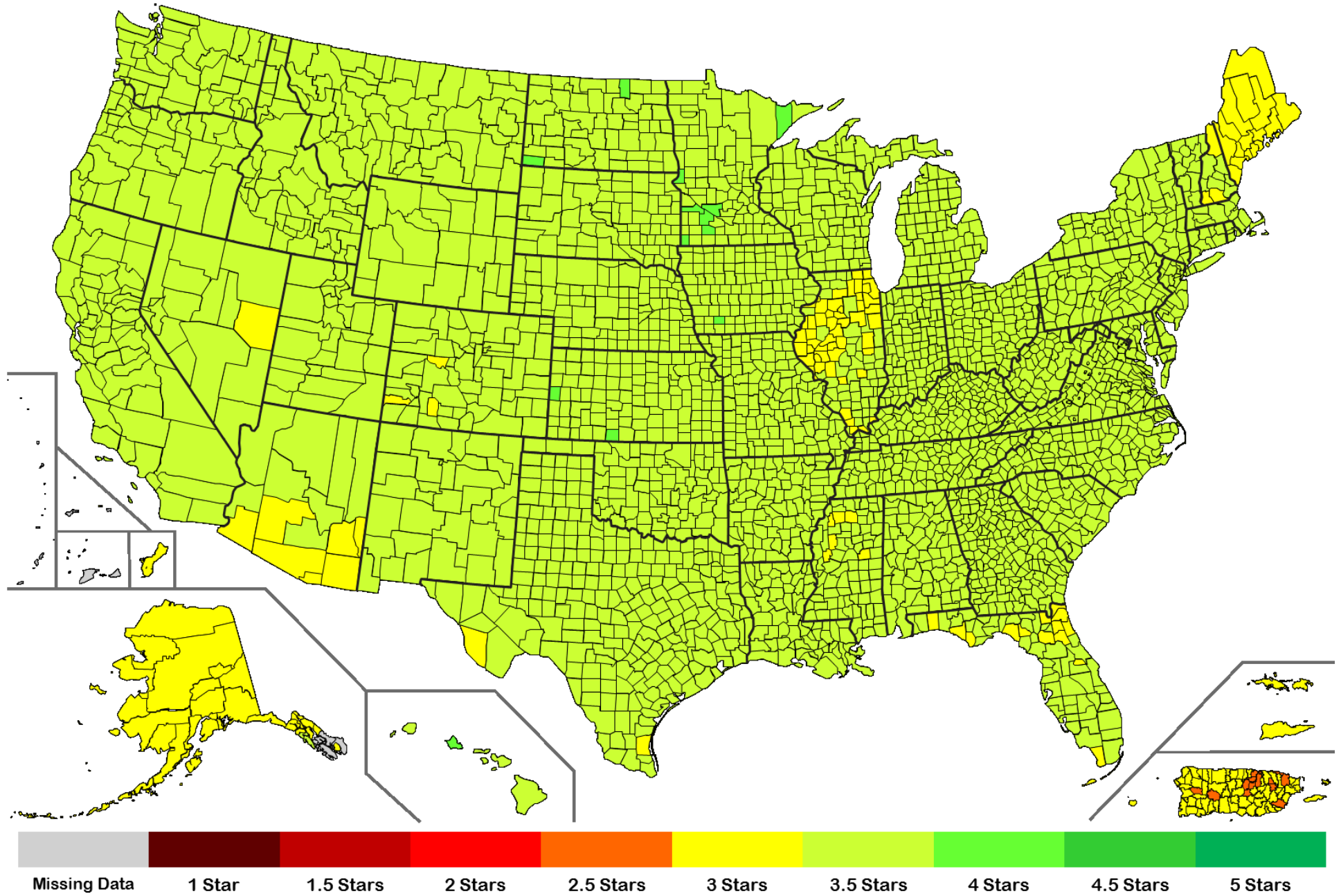


## 2017 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties





## 2016 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties





## Average Star Rating for Each Measure

Below we list the average Star Ratings for 2016, 2017, 2018, and 2019 Part C and D measures (Tables 10, 11, and 12) using all measure scores for contracts that are publically reported in a given year.<sup>4</sup>

**Table 10: Average Star Rating by Part C Measure**

| 2019 Measure Number | Measure   | 2016 Average Star | 2017 Average Star | 2018 Average Star | 2019 Average Star |
|---------------------|---|-------------------|-------------------|-------------------|-------------------|
| C01                 | Breast Cancer Screening   | 3.6               | 4.1               | 3.1               | 3.4               |
| C02                 | Colorectal Cancer Screening                                     | 3.2               | 3.2               | 3.4               | 3.8               |
| C03                 | Annual Flu Vaccine  | 3.3               | 3.3               | 3.2               | 3.2               |
| C04                 | Improving or Maintaining Physical Health                        | 3.3               | 2.6               | 2.9               | 3.0               |
| C05                 | Improving or Maintaining Mental Health                          | 3.3               | 3.6               | 3.7               | 3.3               |
| C06                 | Monitoring Physical Activity                                    | 2.9               | 2.9               | 2.9               | 2.8               |
| C07                 | Adult BMI Assessment  | 4.1               | 4.4               | 4.1               | 4.4               |
| C08                 | Special Needs Plan (SNP) Care Management                        | 2.5               | 3.0               | 3.2               | 3.2               |
| C09                 | Care for Older Adults – Medication Review                       | 4.3               | 4.4               | 4.1               | 4.4               |
| C10                 | Care for Older Adults – Functional Status Assessment            | 3.9               | 4.0               | 4.0               | 4.1               |
| C11                 | Care for Older Adults – Pain Assessment                         | 4.1               | 4.5               | 4.4               | 4.0               |
| C12                 | Osteoporosis Management in Women who had a Fracture             | 2.5               | 2.7               | 2.6               | 2.6               |
| C13                 | Diabetes Care – Eye Exam  | 3.1               | 3.4               | 3.6               | 3.7               |
| C14                 | Diabetes Care – Kidney Disease Monitoring                       | 3.3               | 3.6               | 3.7               | 4.2               |
| C15                 | Diabetes Care – Blood Sugar Controlled                          | 3.9               | 3.7               | 4.2               | 3.7               |
| C16                 | Controlling Blood Pressure                                      | 3.4               | 4.0               | 3.2               | 3.6               |
| C17                 | Rheumatoid Arthritis Management                                 | 3.2               | 3.9               | 3.4               | 3.0               |
| C18                 | Reducing the Risk of Falling                                    | 2.7               | 2.4               | 2.5               | 3.0               |
| C19                 | Improving Bladder Control                                       | n/a – new in 2018 | n/a – new in 2018 | 3.2               | 3.1               |
| C20                 | Medication Reconciliation Post-Discharge                        | n/a – new in 2018 | n/a – new in 2018 | 3.4               | 2.9               |
| C21                 | Plan All-Cause Readmissions                                     | 3.3               | 3.3               | 3.3               | 3.0               |
| C22                 | Statin Therapy for Patients with Cardiovascular Disease         | n/a – new in 2019 | n/a – new in 2019 | n/a – new in 2019 | 3.3               |
| C23                 | Getting Needed Care   | 3.5               | 3.3               | 3.4               | 3.3               |
| C24                 | Getting Appointments and Care Quickly                           | 3.4               | 3.3               | 3.3               | 3.4               |
| C25                 | Customer Service  | 3.5               | 3.3               | 3.4               | 3.4               |
| C26                 | Rating of Health Care Quality                                   | 3.4               | 3.4               | 3.4               | 3.3               |
| C27                 | Rating of Health Plan   | 3.3               | 3.2               | 3.2               | 3.3               |
| C28                 | Care Coordination   | 3.4               | 3.4               | 3.3               | 3.4               |
| C29                 | Complaints about the Health Plan                                | 3.9               | 4.6               | 4.3               | 4.0               |
| C30                 | Members Choosing to Leave the Plan                              | 4.2               | 4.3               | 4.0               | 3.9               |
| C31                 | Health Plan Quality Improvement                                 | 3.4               | 3.1               | 3.6               | 3.4               |
| C32                 | Plan Makes Timely Decisions about Appeals                       | 4.1               | 4.0               | 4.0               | 4.2               |
| C33                 | Reviewing Appeals Decisions                                     | 3.6               | 4.0               | 4.0               | 3.9               |
| C34                 | Call Center – Foreign Language Interpreter and TTY Availability | 4.3               | 4.2               | 4.5               | 4.3               |

<sup>4</sup> Changes in the average (mean) measure-level Star Rating do not always reflect changes in performance since for some measures there have been significant changes in industry performance and shifts in the distribution of scores.

**Table 11: Average Star Rating by Part D Measure for MA-PDs**

| 2019 Measure Number | Measure   | 2016 MAPD Average Star | 2017 MAPD Average Star | 2018 MAPD Average Star | 2019 MAPD Average Star |
|---------------------|---|------------------------|------------------------|------------------------|------------------------|
| D01                 | Call Center – Foreign Language Interpreter and TTY Availability | 4.2                    | 4.3                    | 4.5                    | 4.3                    |
| D02                 | Appeals Auto–Forward  | 4.5                    | 3.9                    | 4.8                    | 4.5                    |
| D03                 | Appeals Upheld  | 3.3                    | 2.9                    | 3.9                    | 3.9                    |
| D04                 | Complaints about the Drug Plan                                  | 3.9                    | 4.6                    | 4.3                    | 4.0                    |
| D05                 | Members Choosing to Leave the Plan                              | 4.2                    | 4.3                    | 3.9                    | 3.9                    |
| D06                 | Drug Plan Quality Improvement                                   | 3.8                    | 3.6                    | 3.7                    | 4.1                    |
| D07                 | Rating of Drug Plan   | 3.3                    | 3.3                    | 3.2                    | 3.2                    |
| D08                 | Getting Needed Prescription Drugs                               | 3.4                    | 3.6                    | 3.4                    | 3.5                    |
| D09                 | MPF Price Accuracy  | 3.5                    | 4.7                    | 4.7                    | 4.8                    |
| D10                 | Medication Adherence for Diabetes Medications                   | 3.9                    | 3.5                    | 3.3                    | 3.7                    |
| D11                 | Medication Adherence for Hypertension (RAS antagonists)         | 4.1                    | 4.0                    | 3.7                    | 3.1                    |
| D12                 | Medication Adherence for Cholesterol (Statins)                  | 4.0                    | 3.5                    | 3.3                    | 3.2                    |
| D13                 | MTM Program Completion Rate for CMR                             | 2.3                    | 2.5                    | 3.5                    | 3.3                    |
| D14                 | Statin Use in Persons with Diabetes (SUPD)                      | n/a – new in 2019      | n/a – new in 2019      | n/a – new in 2019      | 3.3                    |

**Table 12: Average Star Rating by Part D Measure for PDPs**

| 2019 Measure Number | Measure   | 2016 MAPD Average Star | 2017 MAPD Average Star | 2018 MAPD Average Star | 2019 MAPD Average Star |
|---------------------|---|------------------------|------------------------|------------------------|------------------------|
| D01                 | Call Center – Foreign Language Interpreter and TTY Availability | 4.0                    | 3.6                    | 3.9                    | 4.2                    |
| D02                 | Appeals Auto–Forward  | 4.1                    | 4.1                    | 4.4                    | 4.2                    |
| D03                 | Appeals Upheld  | 3.1                    | 3.3                    | 3.5                    | 3.1                    |
| D04                 | Complaints about the Drug Plan                                  | 3.5                    | 4.3                    | 4.2                    | 3.6                    |
| D05                 | Members Choosing to Leave the Plan                              | 3.6                    | 4.4                    | 3.6                    | 4.1                    |
| D06                 | Drug Plan Quality Improvement                                   | 3.8                    | 3.8                    | 3.9                    | 4.2                    |
| D07                 | Rating of Drug Plan   | 3.2                    | 3.4                    | 3.4                    | 3.3                    |
| D08                 | Getting Needed Prescription Drugs                               | 3.6                    | 3.6                    | 3.4                    | 3.4                    |
| D09                 | MPF Price Accuracy  | 4.7                    | 4.8                    | 4.6                    | 4.6                    |
| D10                 | Medication Adherence for Diabetes Medications                   | 2.7                    | 3.3                    | 3.2                    | 2.6                    |
| D11                 | Medication Adherence for Hypertension (RAS antagonists)         | 3.6                    | 3.7                    | 3.2                    | 3.0                    |
| D12                 | Medication Adherence for Cholesterol (Statins)                  | 3.5                    | 3.6                    | 3.3                    | 3.1                    |
| D13                 | MTM Program Completion Rate for CMR                             | 2.3                    | 2.8                    | 2.8                    | 2.6                    |
| D14                 | Statin Use in Persons with Diabetes (SUPD)                      | n/a – new in 2019      | n/a – new in 2019      | n/a – new in 2019      | 2.9                    |