



Make the Most of Your Medicare Drug Plan Options by Comparing Plan Performance

The Medicare Prescription Drug Plan Finder at www.medicare.gov is providing you with even more tools to compare Medicare drug plans in your area. Before joining a Medicare drug plan, you should compare plans and look at each plan's list of covered drugs and the plan's costs. Now, you can also look at how well plans performed in 2006. The plan performance information will help you choose and join a plan that meets your needs and that performed well in the categories described below.

Plans are rated on how well they performed in five different categories:

Telephone Customer Service—Find out the average time a plan member had to wait before speaking with a customer service representative.

Complaints—Find out the number of complaints the plan had received from members about access to drugs, joining and leaving the plan, and drug costs.

Appeals—Find out how well the plan responded to appeals within the required timeframes. This category also shows how often an independent review entity agreed with the plan's decision.

Information Sharing with Pharmacists—Find out how well the plan sent important information about member's plan enrollment to pharmacists.

Drug Pricing—Find out how well the plan provided drug price updates on Medicare Prescription Drug Plan Finder, and the percent of drugs with price increases.

For each category, you see a star rating.

★★★ means the plan met most or all expectations.

★★ means the plan met some expectations.

★ means the plan didn't meet most expectations.

If you want more detail, you can see the actual numbers or percentages for each category.

For More Information

- Visit www.medicare.gov on the web, and select “Compare Medicare Prescription Drug Plans, and then “Get Plan Performance Information.”
- Call 1-800-MEDICARE (1-800-633-4227)
- TTY users should call 1-877-486-2048