

## **PART C AND D 2012 PROGRAM AUDIT RESULTS**

The Centers for Medicare & Medicaid Services (CMS), Medicare Parts C & D Oversight and Enforcement Group (MOEG) is responsible for conducting program audits for Medicare Advantage (MA) and Prescription Drug (Part D) plans to ensure compliance with CMS requirements. The graphs and chart below represents the overall and individual program area audit scores for each of the sponsors audited in 2012.

In 2012, MOEG introduced a scoring system that generates an audit score for every sponsor audited based on the number and severity of conditions of non-compliance detected in a sponsor's operations during the audit. In this scoring system, **a lower score represents better performance on the audit** (see [Final Program Audit Scoring Methodology](#) for the complete scoring methodology). Because the audit score is generated based on the number and severity of conditions of non-compliance discovered, the maximum audit score is unlimited. Accordingly, the highest scores listed in the charts below are the highest scores sponsors received in 2012, not the highest possible scores. A score of "0" on the audit would indicate there were no conditions of non-compliance discovered on the audit. The charts on the following pages array the 2012 audit scores in order of best performance to worst performance.

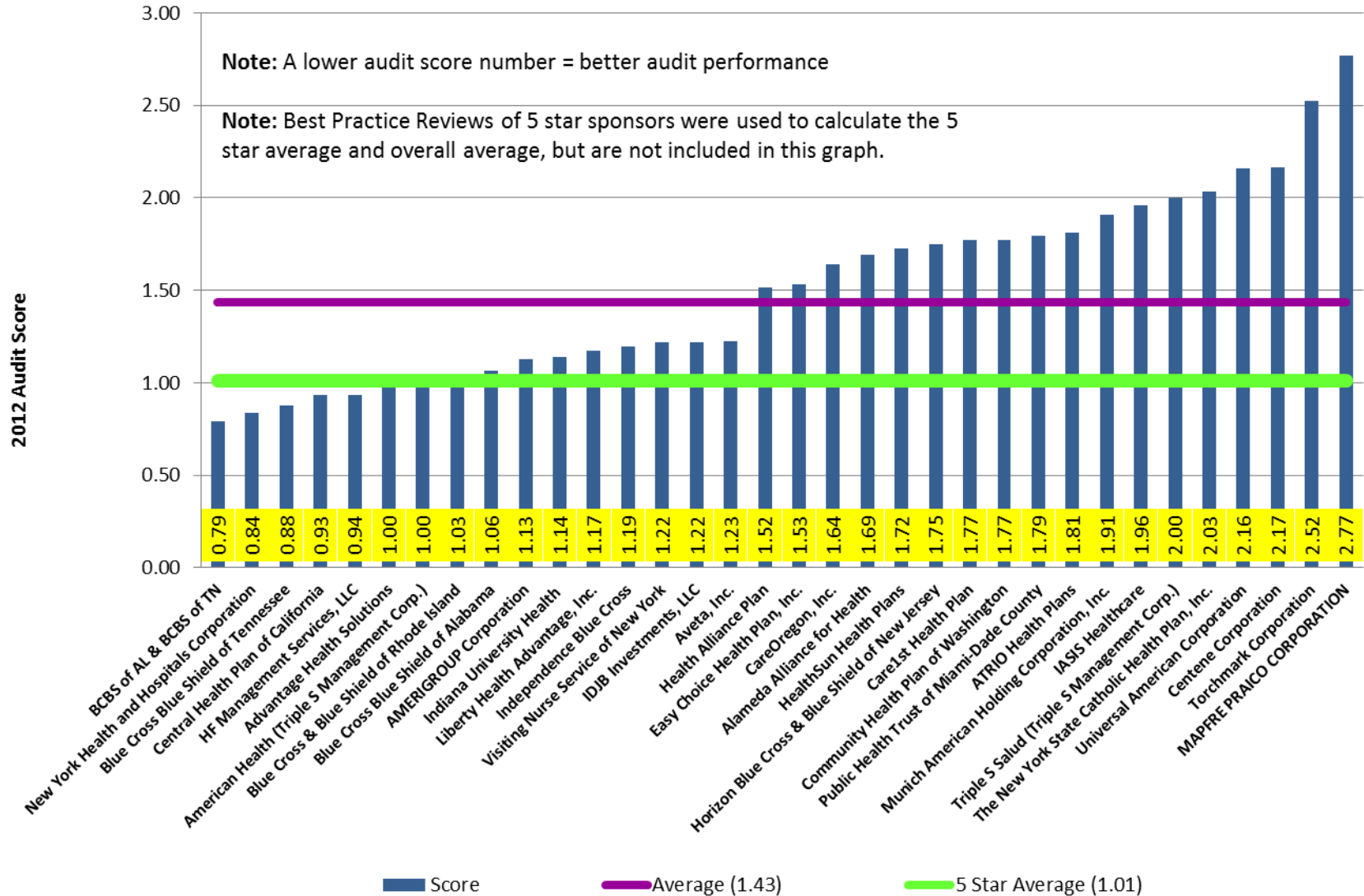
As part of our process to improve oversight in 2012, CMS conducted Best Practice Reviews of key operational areas at all six of the 5-star MA-PD Sponsors. CMS rates MA plans on a scale of one to five stars, with five stars representing the highest quality plans. Five-star plans are those that have demonstrated excellent performance based on the plan rating methodology used. Each of the graphs below includes the average audit score which was based on all audited sponsors and the 5 star average audit score, based on the scores of the six 5-star sponsors who received a Best Practice Review. Best Practice Reviews of 5 star sponsors were used to calculate the 5 star average and overall average, but the individual scores for these six sponsors are not included in the graphs.

Please note that some of the audited sponsors were not audited for a given program area. In such instances, the sponsor is excluded from the given program area graph.

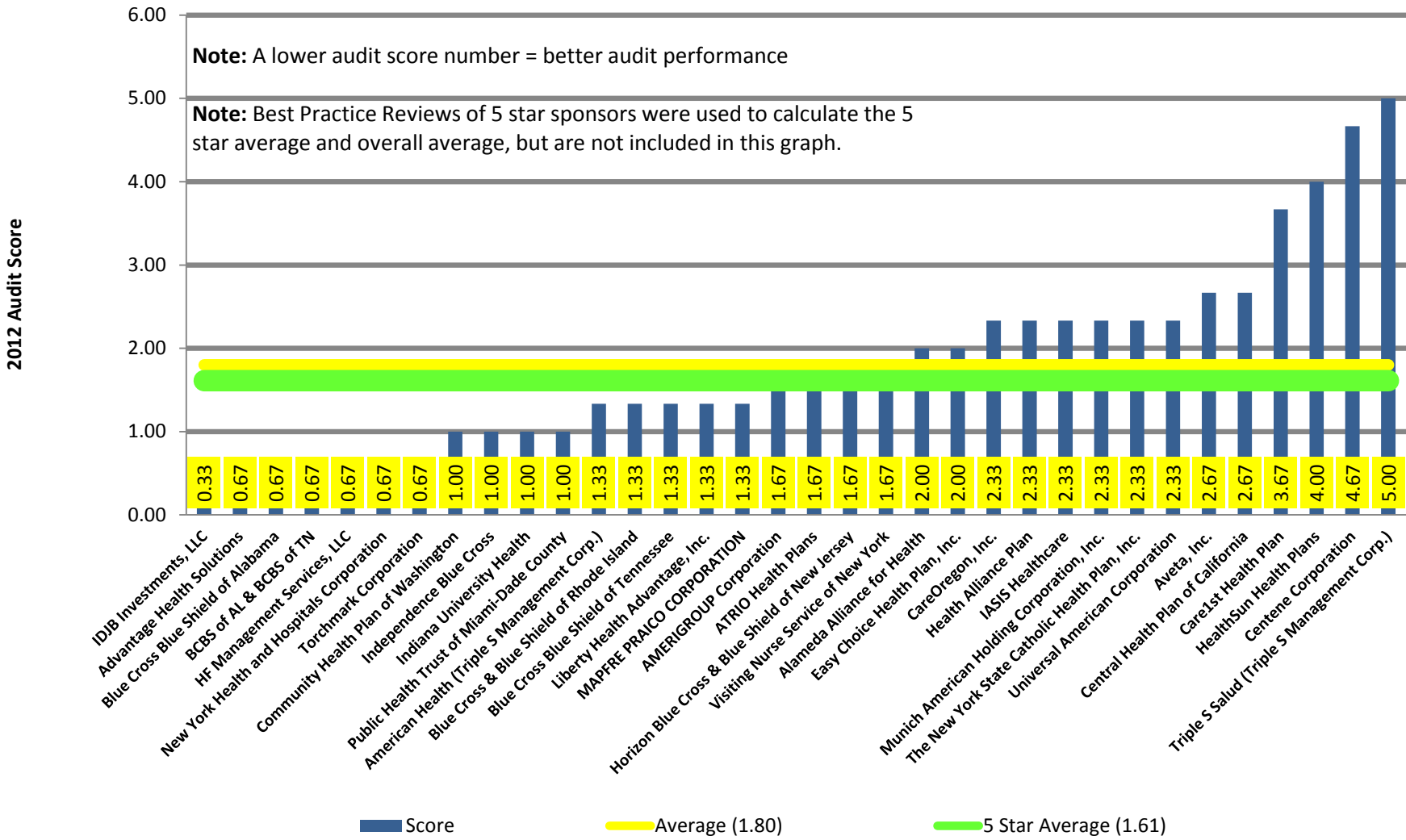
### Overall 2012 Audit Scores

**Note:** A lower audit score number = better audit performance

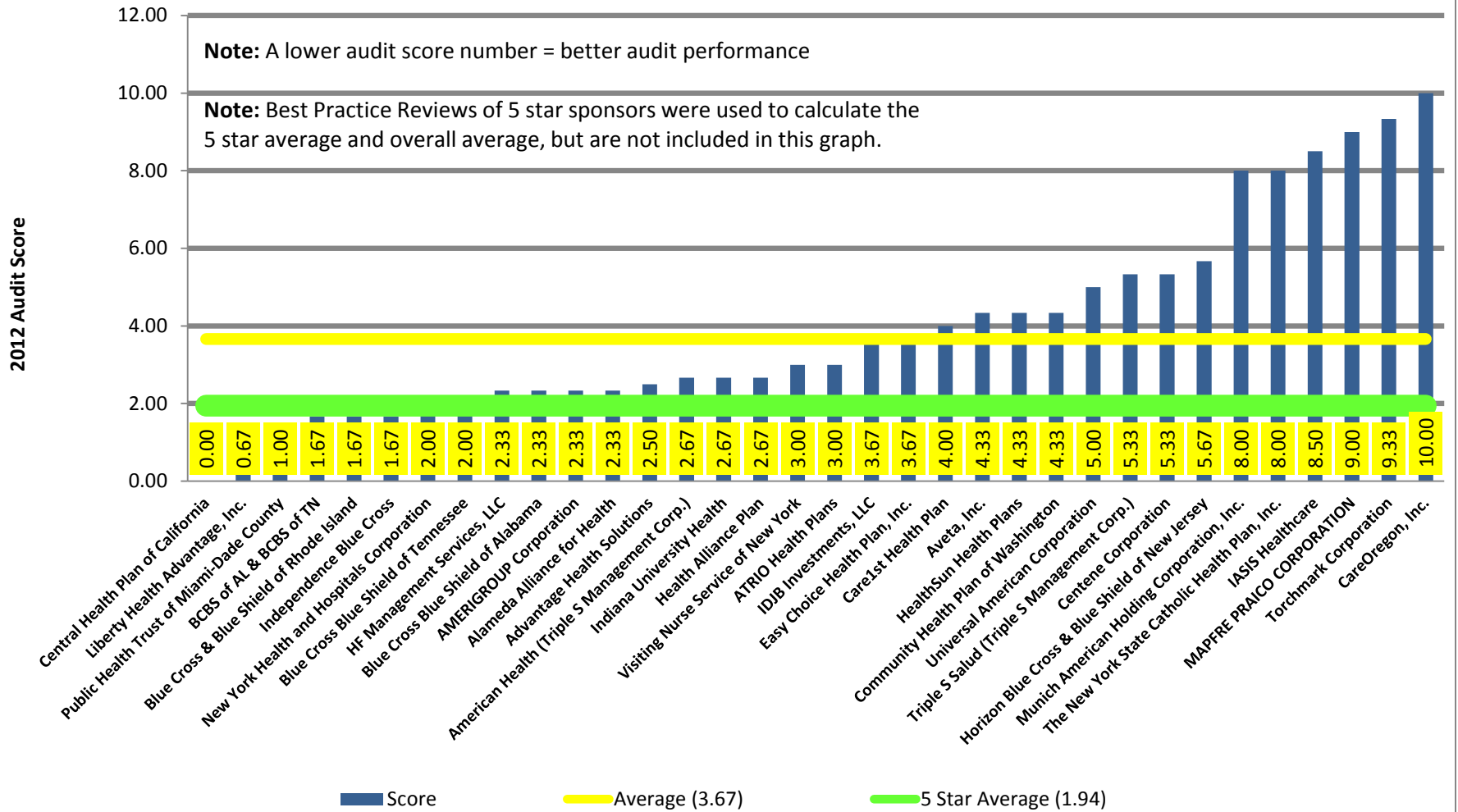
**Note:** Best Practice Reviews of 5 star sponsors were used to calculate the 5 star average and overall average, but are not included in this graph.



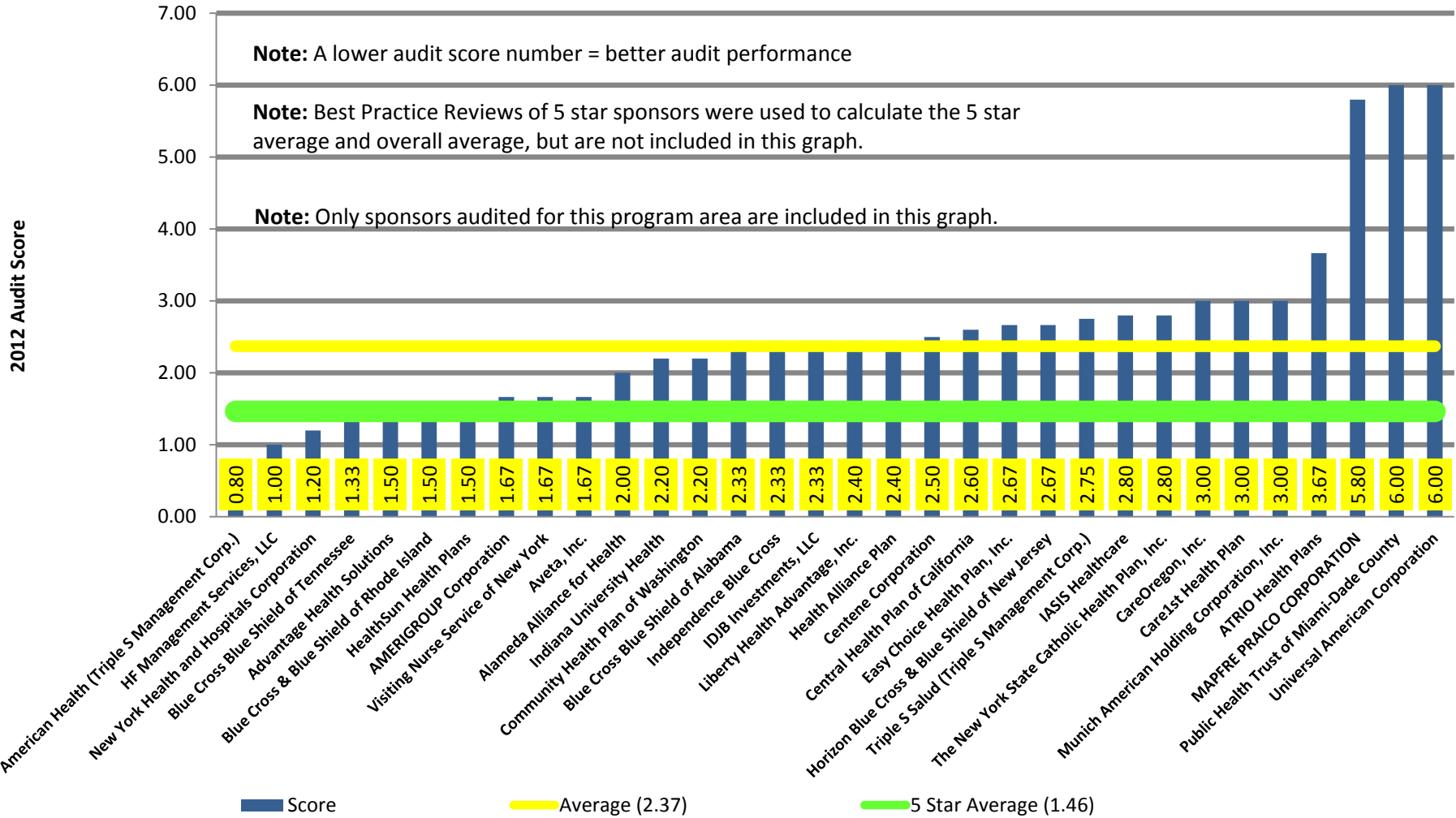
**Part D Formulary and Benefit Administration  
2012 Audit Scores**



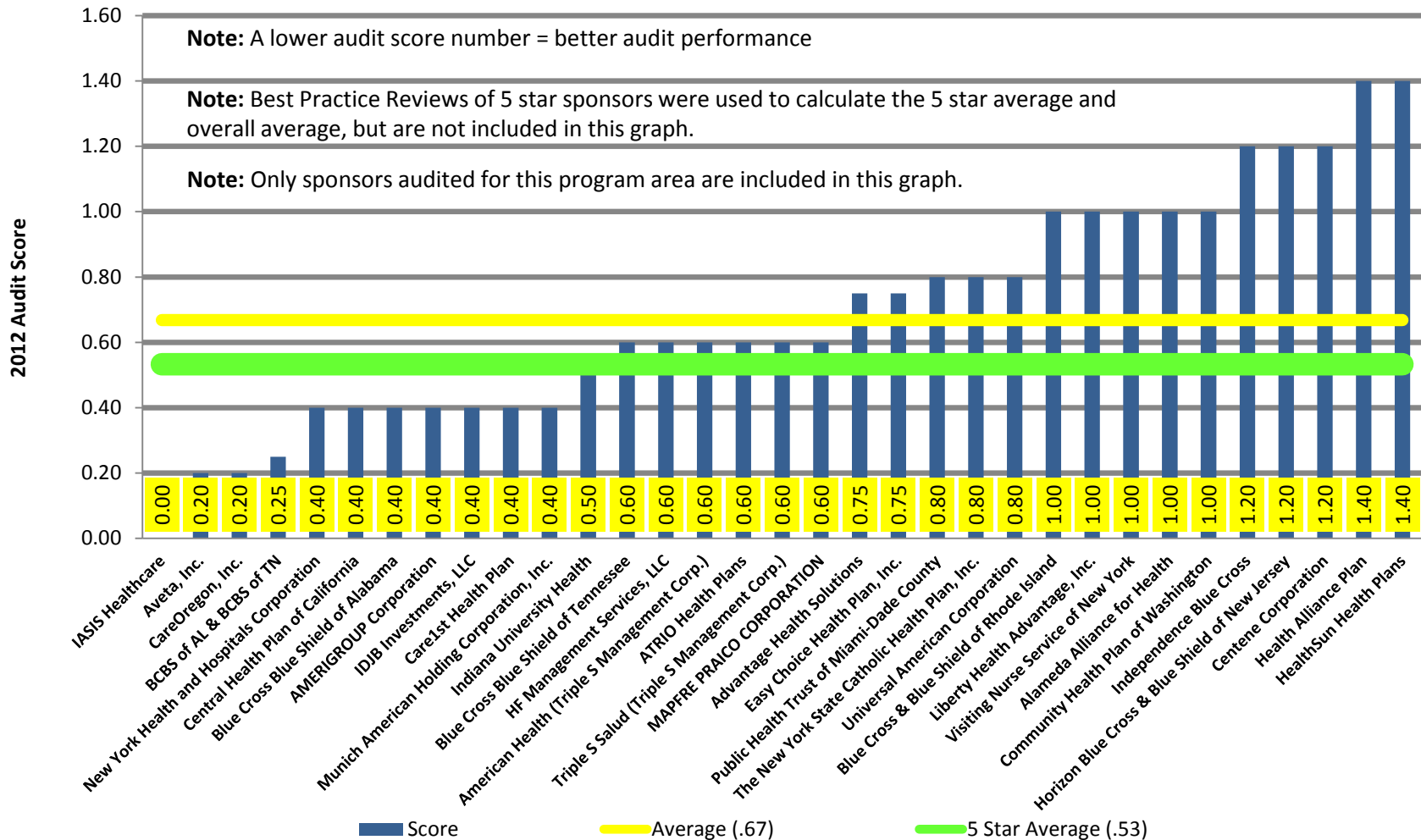
**Part D Coverage Determinations, Appeals, and Grievances  
2012 Audit Scores**



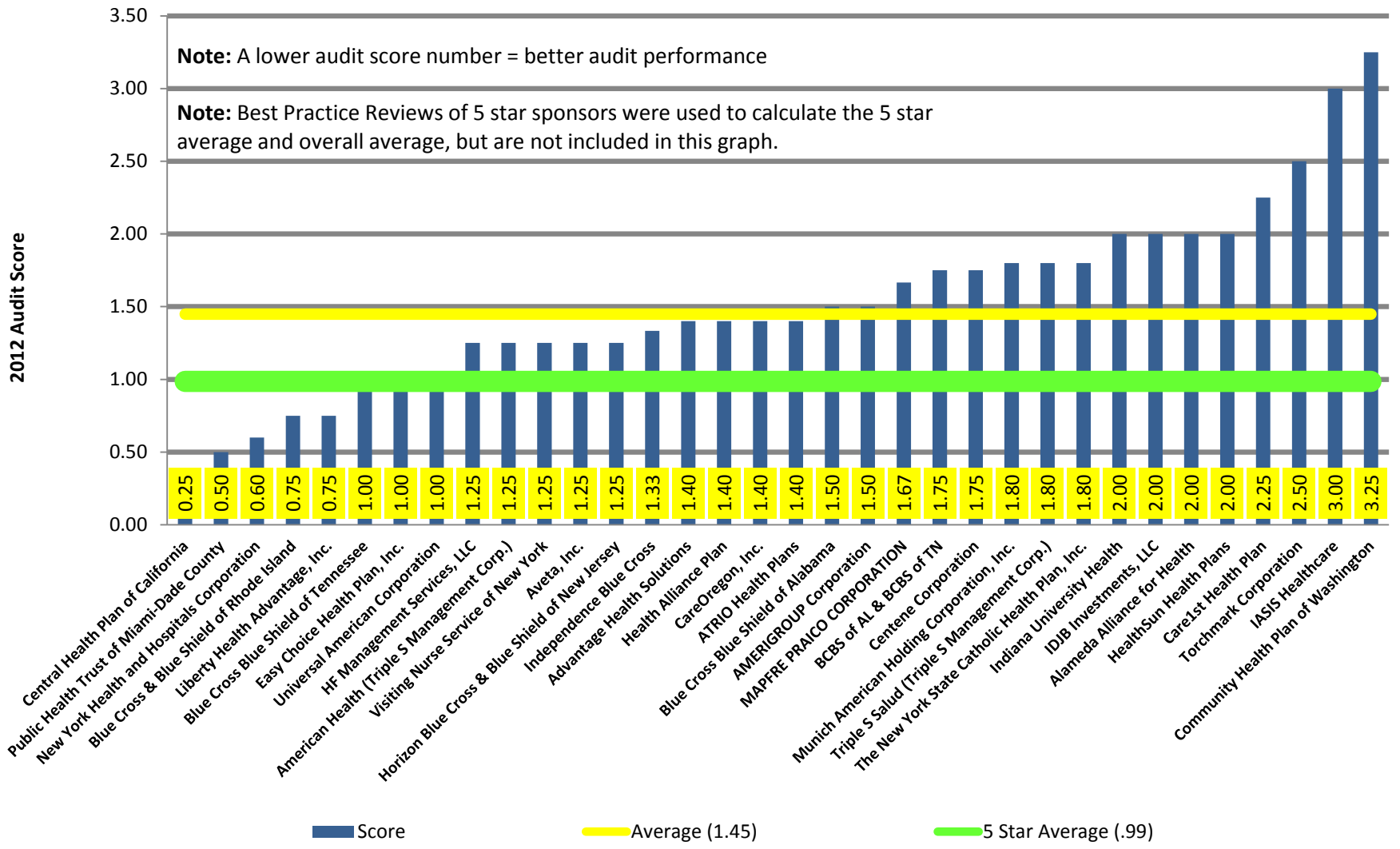
**Part C Organization Determinations, Appeals, and Grievances  
2012 Audit Scores**



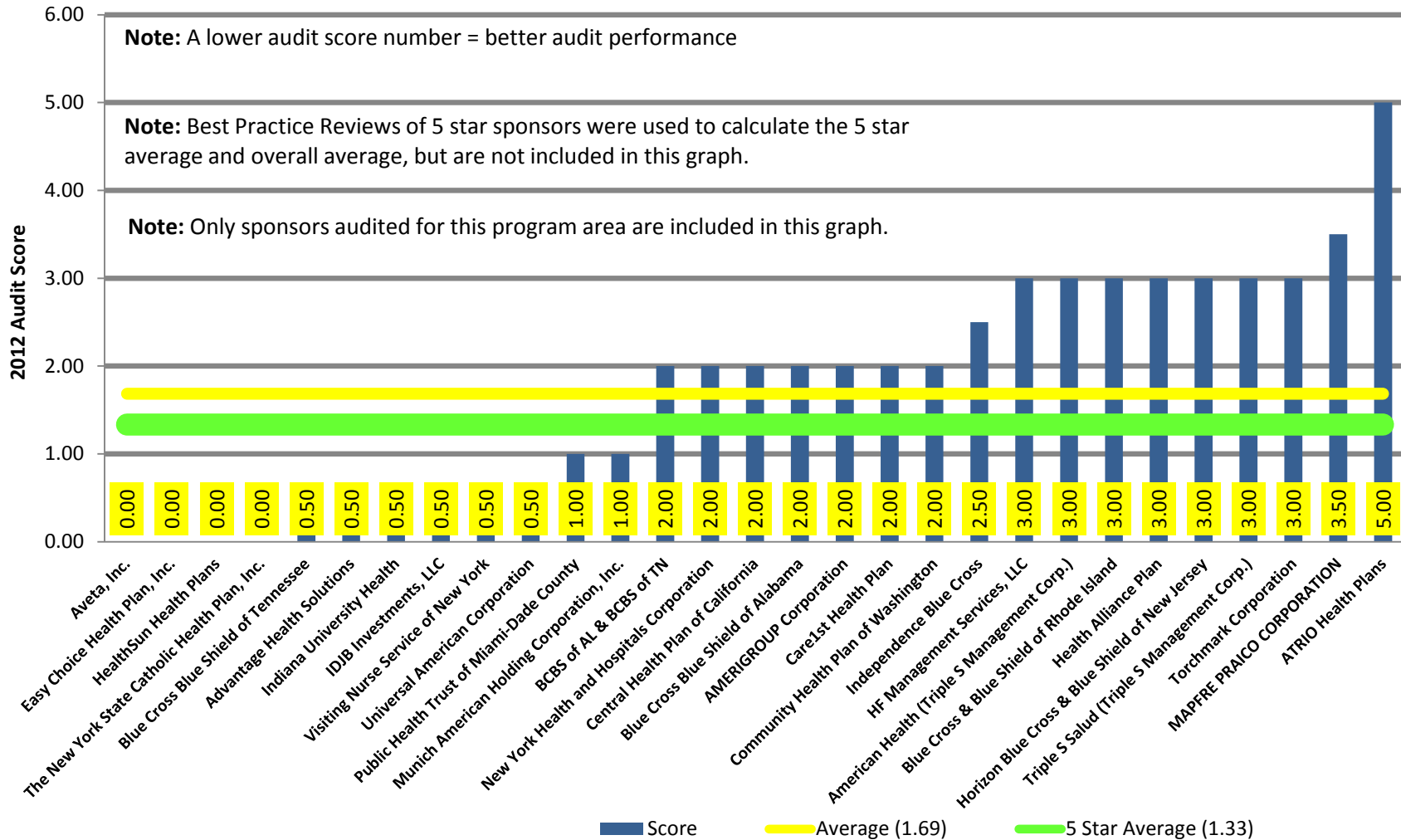
**Agent/Broker Oversight  
2012 Audit Scores**



**Enrollment/Disenrollment  
2012 Audit Scores**



**Late Enrollment Penalty  
2012 Audit Scores**





**Part C and Part D Compliance Program Effectiveness  
2012 Audit Scores**

