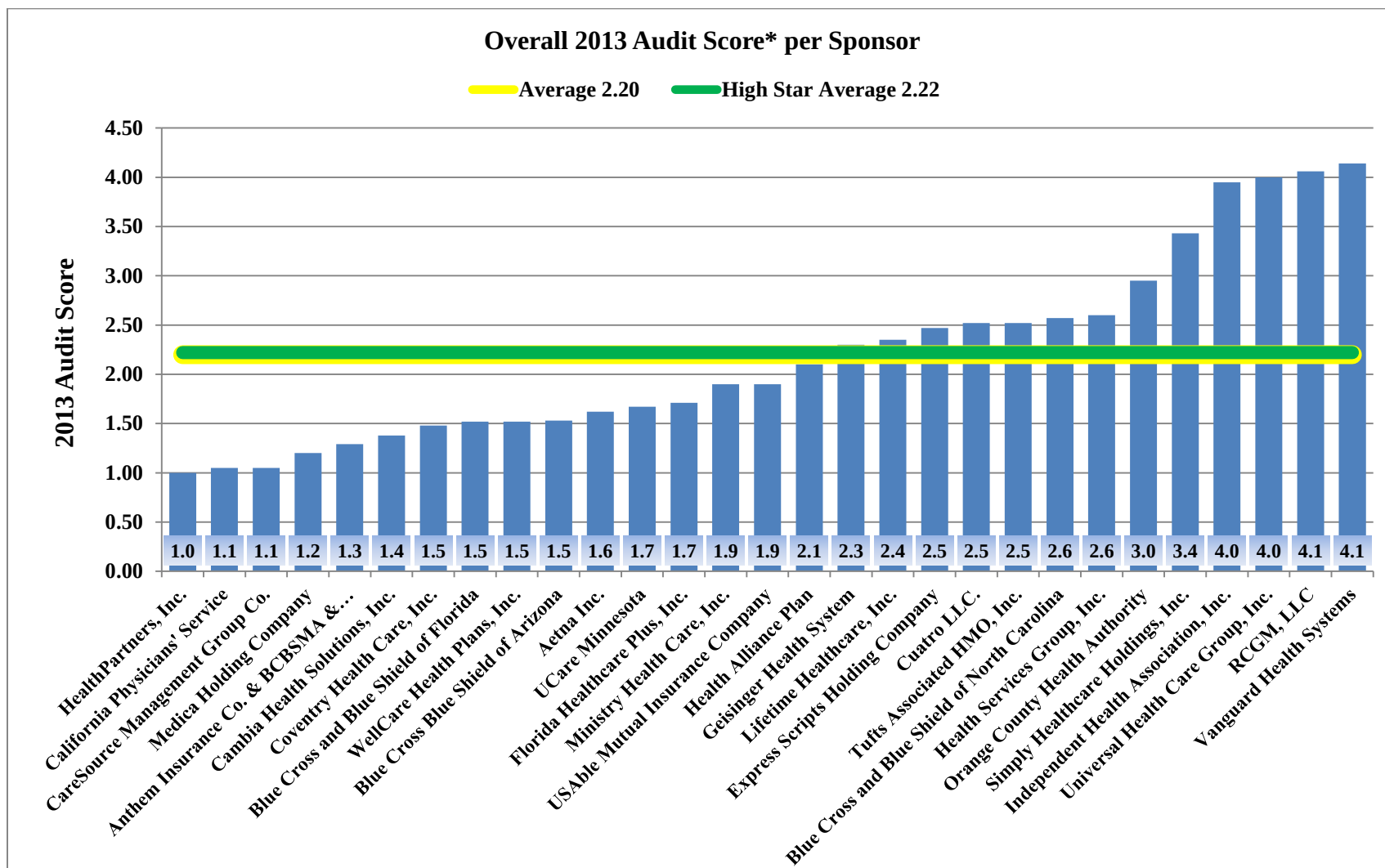


PART C AND D 2013 PROGRAM AUDIT RESULTS

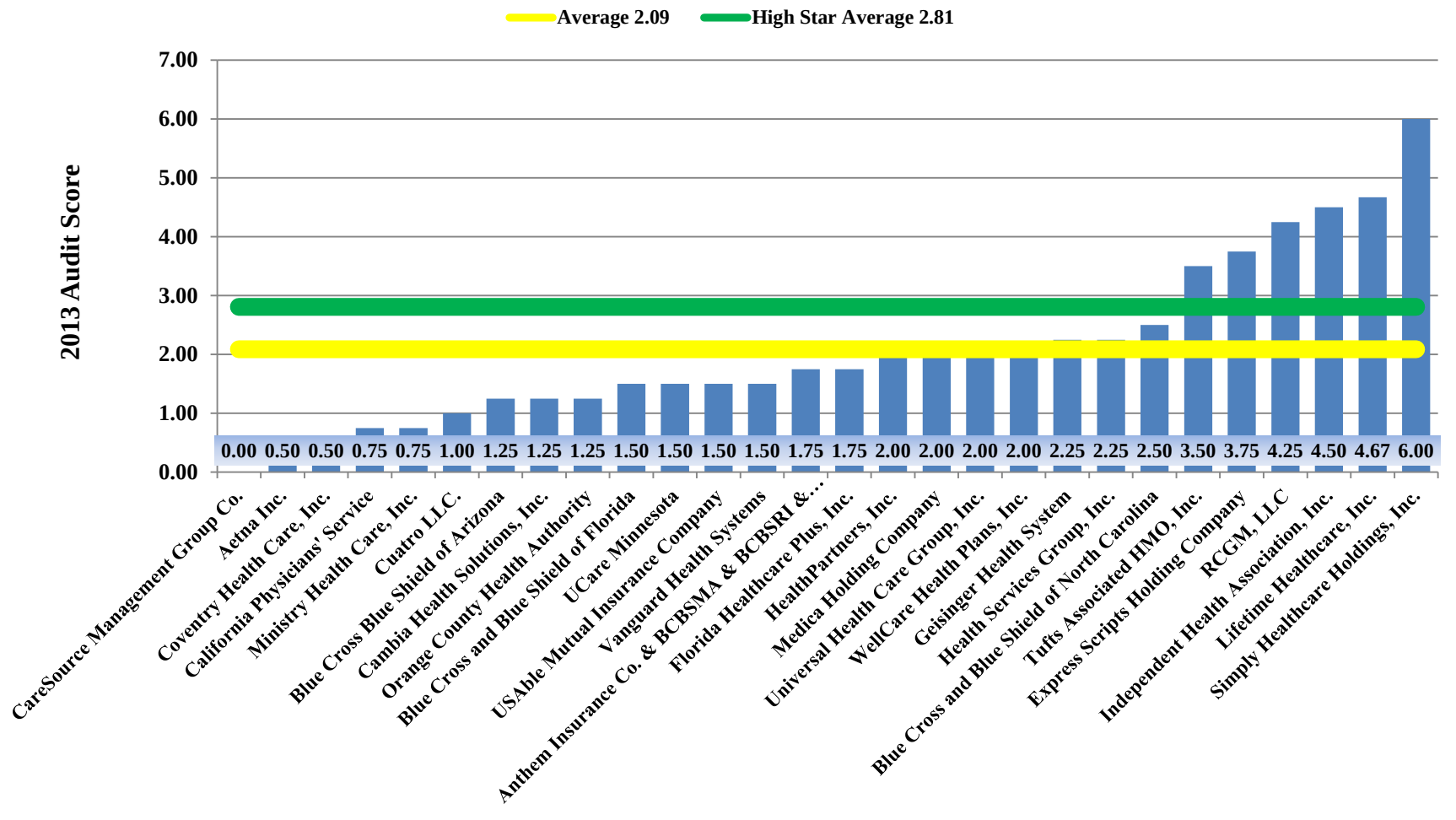
The Centers for Medicare & Medicaid Services (CMS), Medicare Parts C & D Oversight and Enforcement Group (MOEG) is responsible for conducting program audits for Medicare Advantage (MA) and Prescription Drug (Part D) plans to ensure compliance with CMS requirements. The figures below represent the overall and individual program area audit scores for each of the sponsors audited in 2013.

In 2013, CMS utilized a scoring system that generated an audit score for every sponsor based on the number and severity of non-compliant conditions detected in a sponsor's operations. 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 of non-compliant conditions discovered, the maximum audit score is unlimited. Accordingly, the highest scores listed in the charts below are the highest scores sponsors received in 2013, 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 figures on the following pages array the 2013 overall and individual program area audit scores in order of best performance to worst performance (i.e., lowest score to highest score) moving from left to right across the graph. The average audit score across all audited sponsors is represented by the yellow line in each graph. These scores reflect updated sponsor data since the release of the 2013 annual report. The average audit score for audited sponsors with a high star rating (4.5-5 stars) is represented by the green line. 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.



*A lower audit score represents better audit performance. The average audit score is an unweighted score across all sponsors audited in 2013. The high star average is an unweighted score across those sponsors with a star rating of 4.5 or greater.

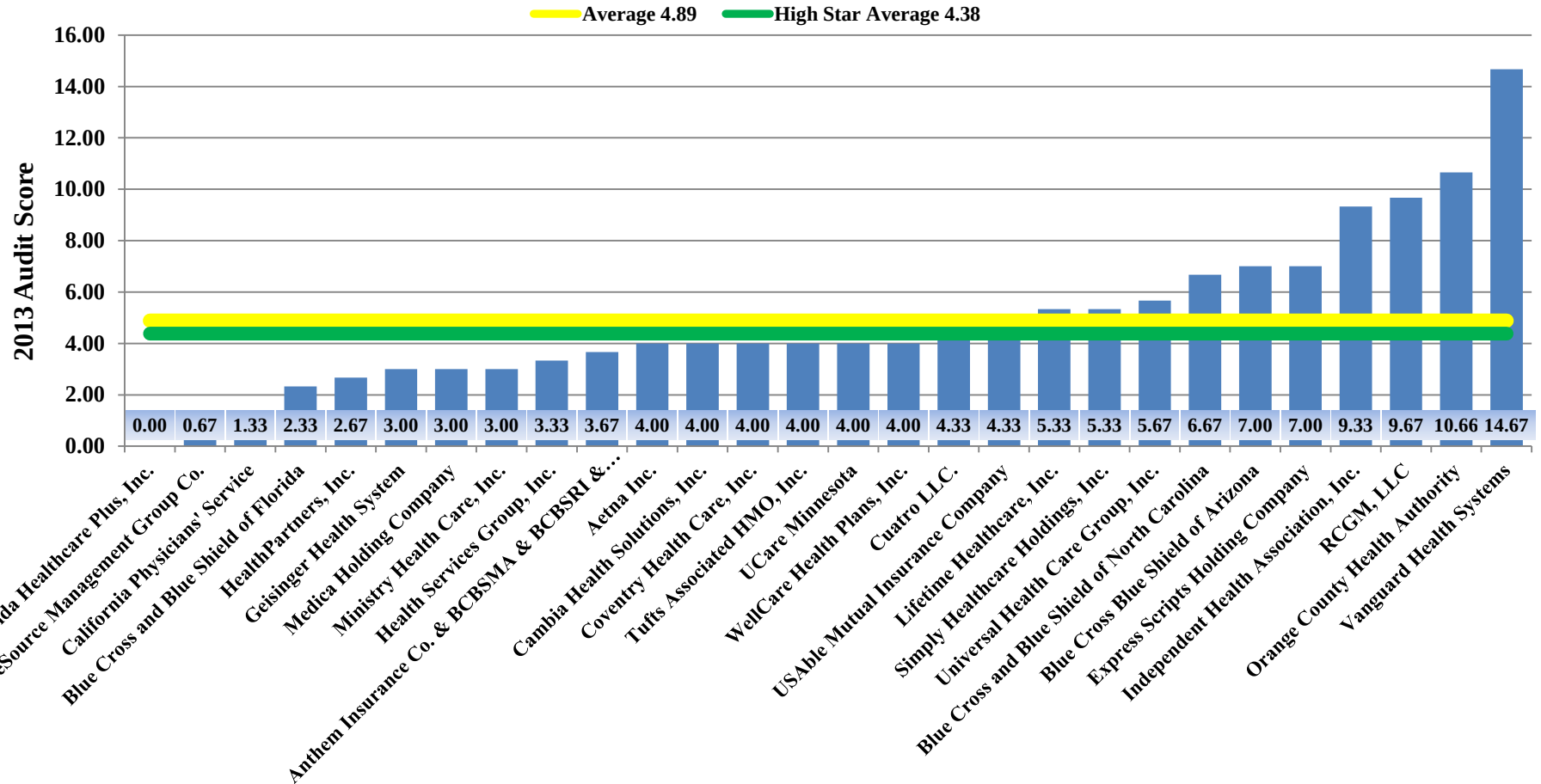
**Part D Formulary and Benefit Administration (FA)
2013 Audit Score* per Sponsor**



*A lower audit score represents better audit performance. The average audit score is an unweighted score across all sponsors audited for the FA program area in 2013. The high star average is an unweighted score across those sponsors audited for FA with a star rating of 4.5 or greater.

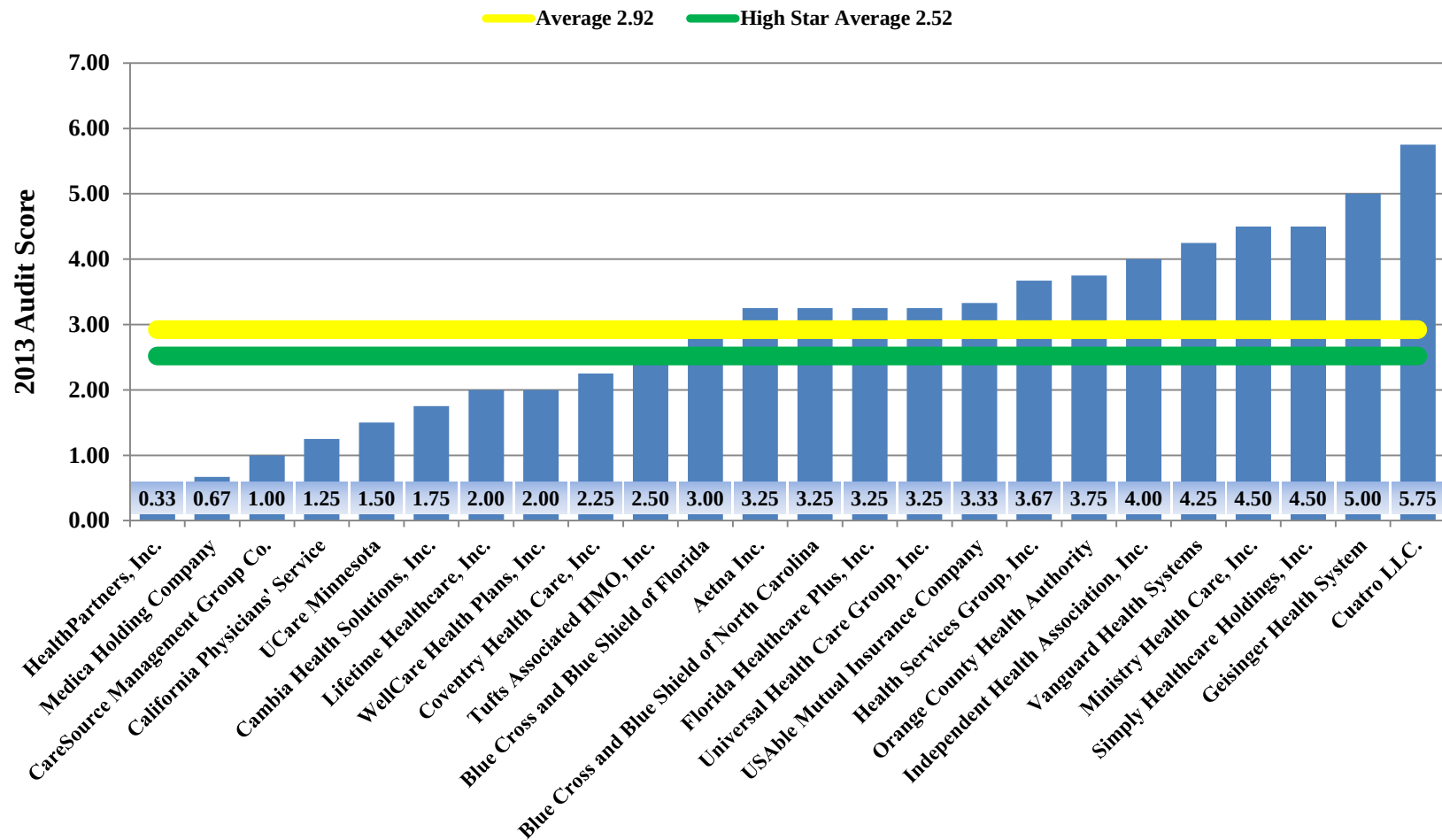
Part D Coverage Determinations, Appeals and Grievances (CDAG)

2013 Audit Score* Per Sponsor



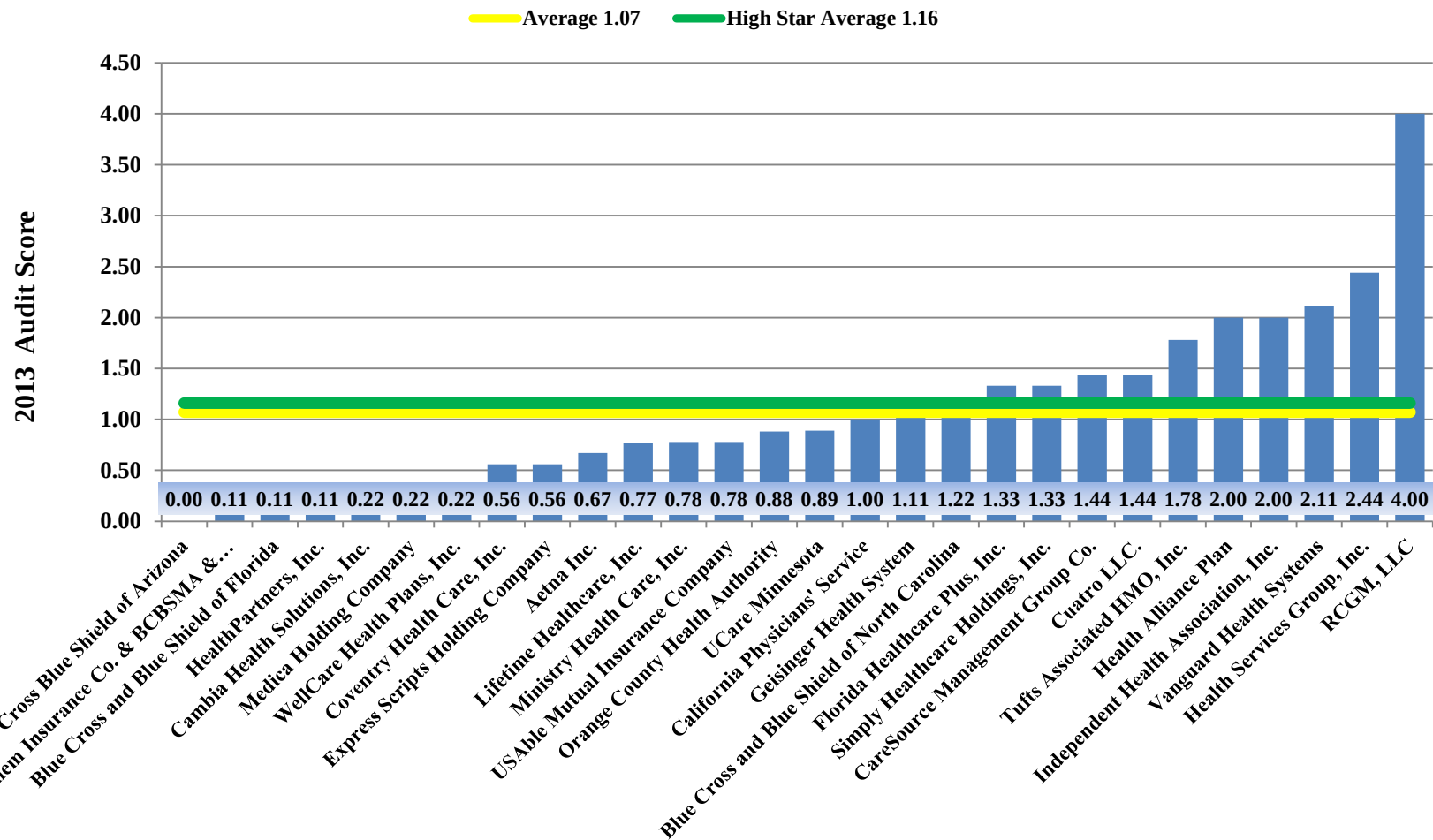
*A lower audit score represents better audit performance. The average audit score is an unweighted score across all sponsors audited for the CDAG program area in 2013. The high star average is an unweighted score across those sponsors audited for CDAG with a star rating of 4.5 or greater.

**Part C Organization Determinations, Appeals, Grievances, & Dismissals (ODAG)
2013 Audit Score* per Sponsor**



*A lower audit score represents better audit performance. The average audit score is an unweighted score across all sponsors audited for the ODAG program area in 2013. The high star average is an unweighted score across those sponsors audited for ODAG with a star rating of 4.5 or greater.

Part C and Part D Compliance Program Effectiveness (CPE) 2013 Audit Score* per Sponsor

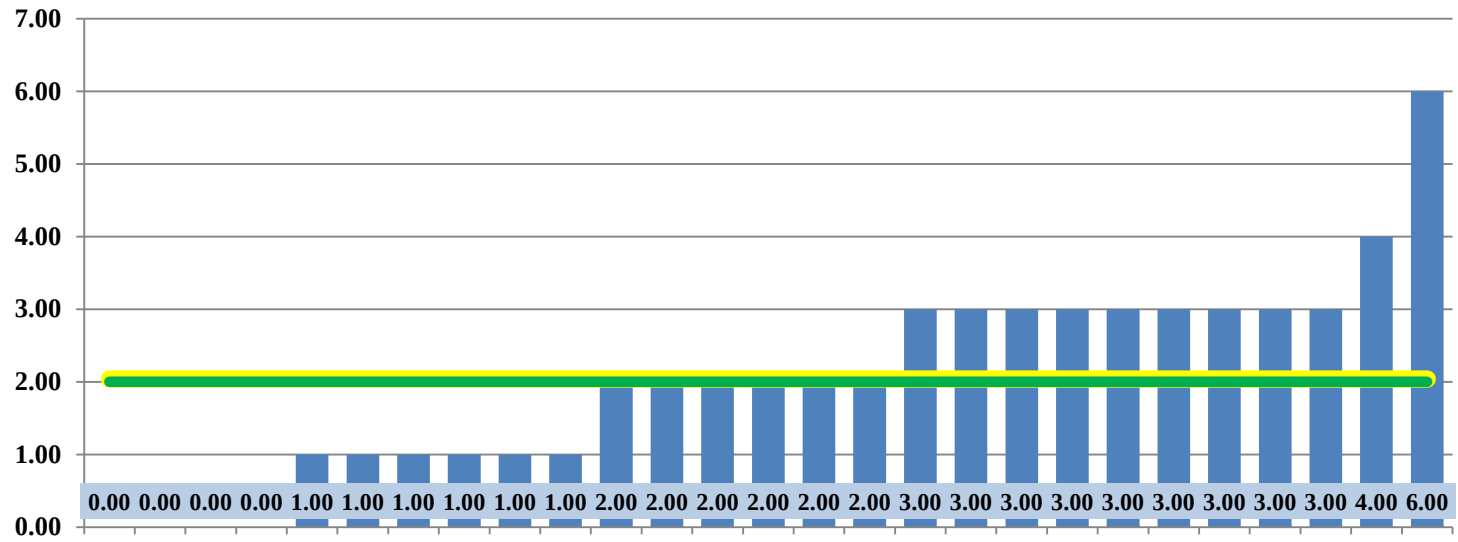


*A lower audit score represents better audit performance. The average audit score is an unweighted score across all sponsors audited for the CPE program area in 2013. The high star average is an unweighted score across those sponsors audited for CPE with a star rating of 4.5 or greater.

Outbound Enrollment Verification (OEV) 2013 Audit Score* per Sponsor

Average 2.04 High Star Average 2.00

2013 Audit Score



*A lower audit score represents better audit performance. The average audit score is an unweighted score across all sponsors audited for the OEV program area in 2013. The high star average is an unweighted score across those sponsors audited for OEV with a star rating of 4.5 or greater.