

# 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 (and updated on November 15, 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 46 percent of MA-PDs (172 contracts) that will be offered in 2019 earned 4 stars or higher for their 2019 overall rating.
- Weighted by enrollment, a little over 75 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 Number of Contracts	2016 %	2016 Weighted by Enrollment	2017 Number of Contracts	2017 %	2017 Weighted by Enrollment	2018 Number of Contracts	2018 %	2018 Weighted by Enrollment	2019 Number of Contracts	2019 %	2019 Weighted by 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	64	17.02	26.35
4 stars	102	27.64	35.71	96	26.45	34.90	97	25.19	38.19	94	25.00	40.08
3.5 stars	113	30.62	19.60	109	30.03	22.06	139	36.10	22.45	124	32.98	17.41
3 stars	66	17.89	8.60	65	17.91	8.17	61	15.84	4.20	66	17.55	7.00
2.5 stars	11	2.98	0.84	9	2.48	0.62	12	3.12	0.46	14	3.72	0.23
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>4.06</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 Number of Contracts	2016 %	2016 Weighted by Enrollment	2017 Number of Contracts	2017 %	2017 Weighted by Enrollment	2018 Number of Contracts	2018 %	2018 Weighted by Enrollment	2019 Number of Contracts	2019 %	2019 Weighted by 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	15	28.85	68.61
3 stars	15	25.42	39.88	9	16.36	31.84	5	9.26	8	16	30.77	21.77
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>3.34</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 & Bcbstri & Bcbstv	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 two 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

### **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	54	22.88
4 stars	13	15.85	17	29.31	64	27.12
3.5 stars	30	36.59	21	36.21	73	30.93
3 stars	25	30.49	13	22.41	28	11.86
2.5 stars	9	10.98	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	15	35.71
3 stars	2	33.33	1	25.00	13	30.95
2.5 stars	1	16.67	0	0.00	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	

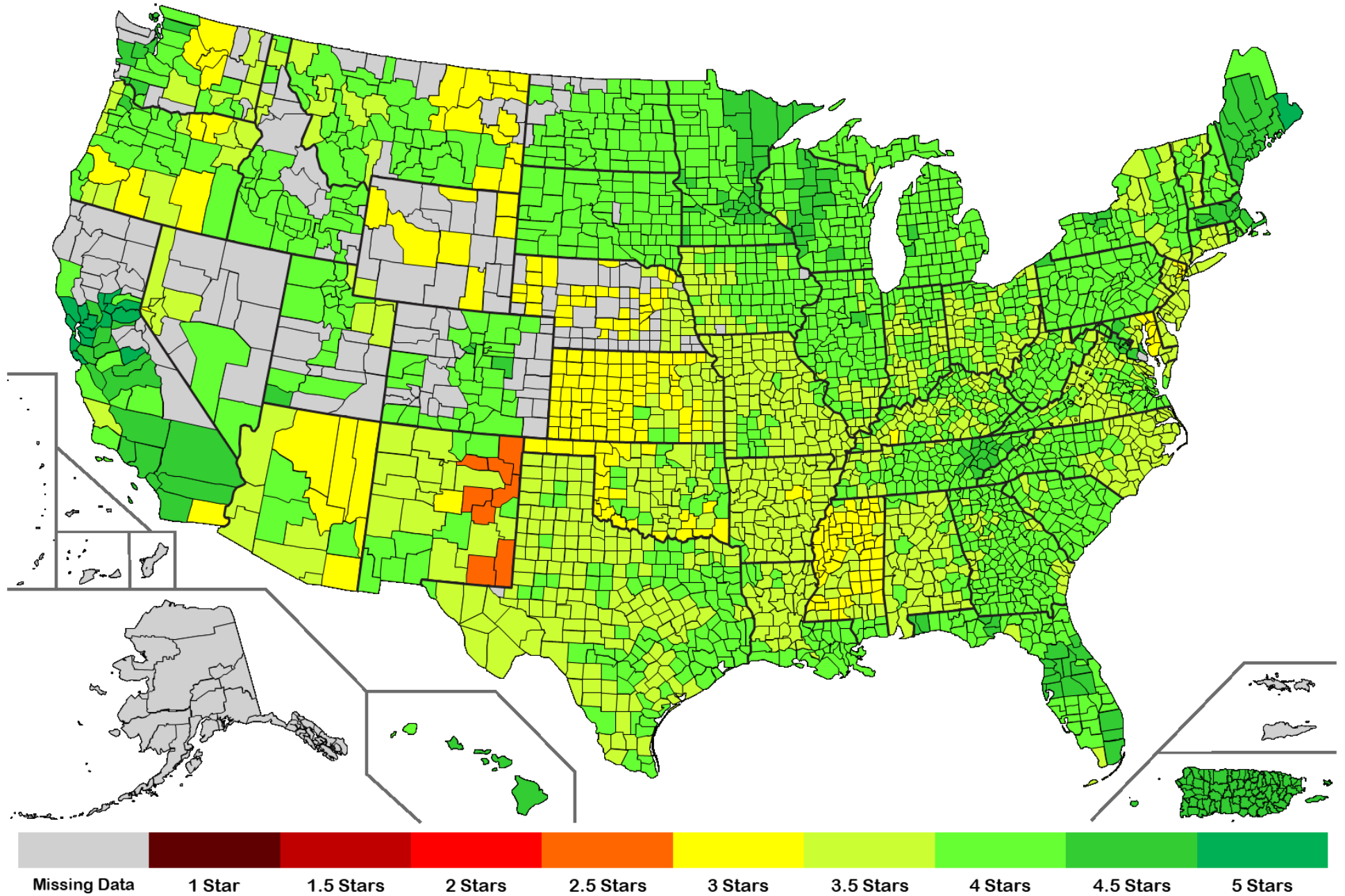
### *Geographic Variation*

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.

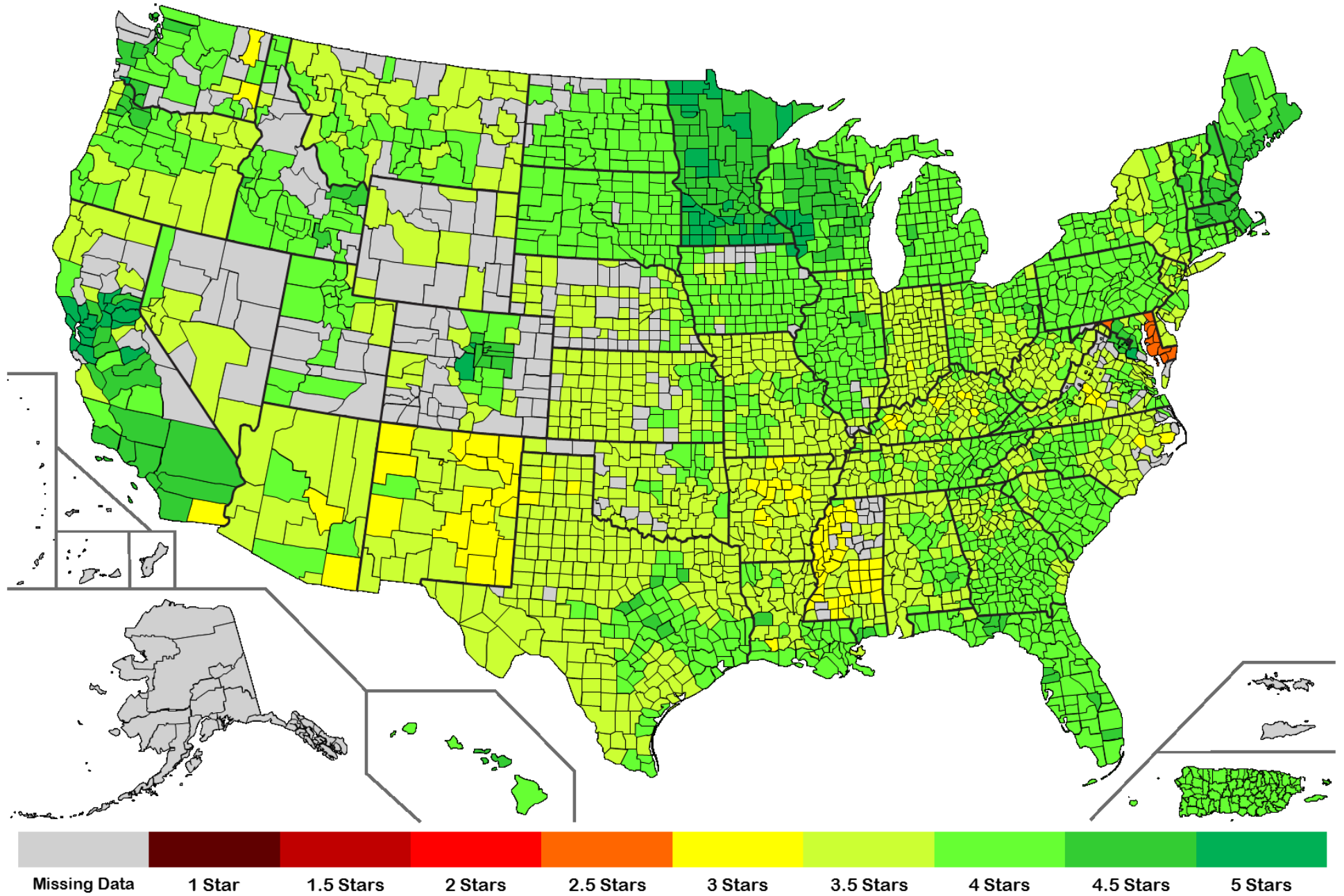
<sup>3</sup> Comparisons of Star Ratings across years do not reflect annual revisions made by CMS to the Star Ratings methodology or measure set.

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

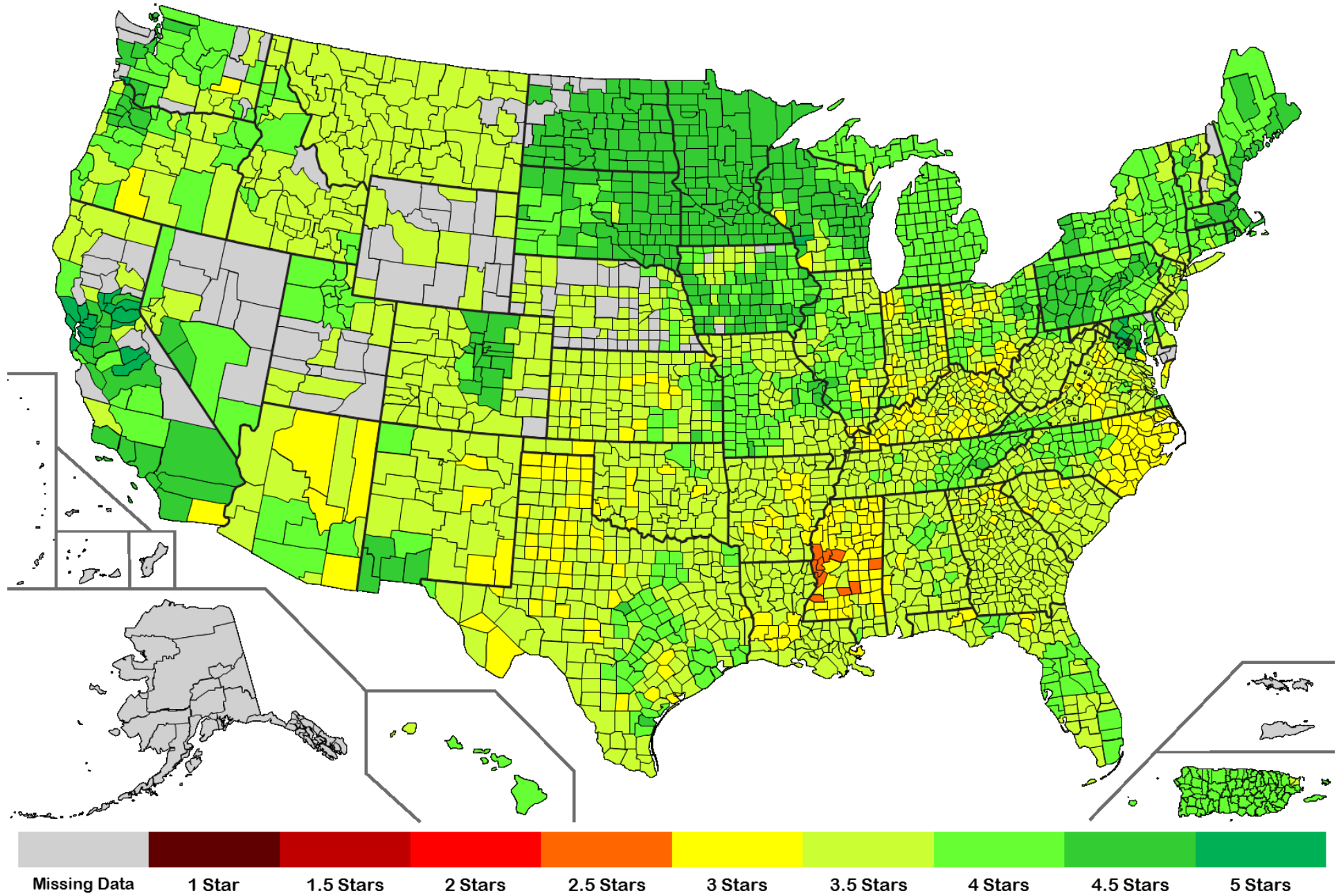




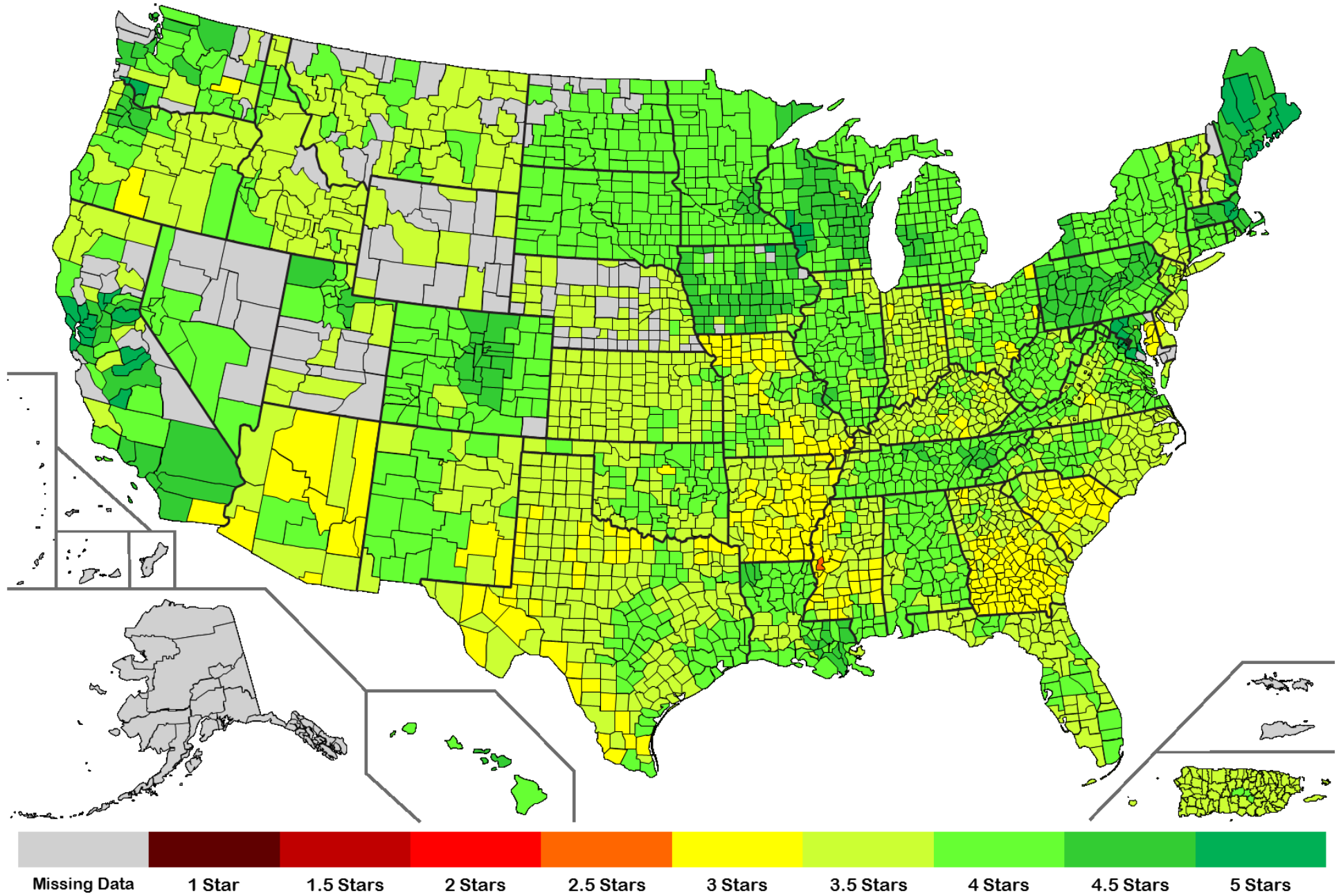
## 2018 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties



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

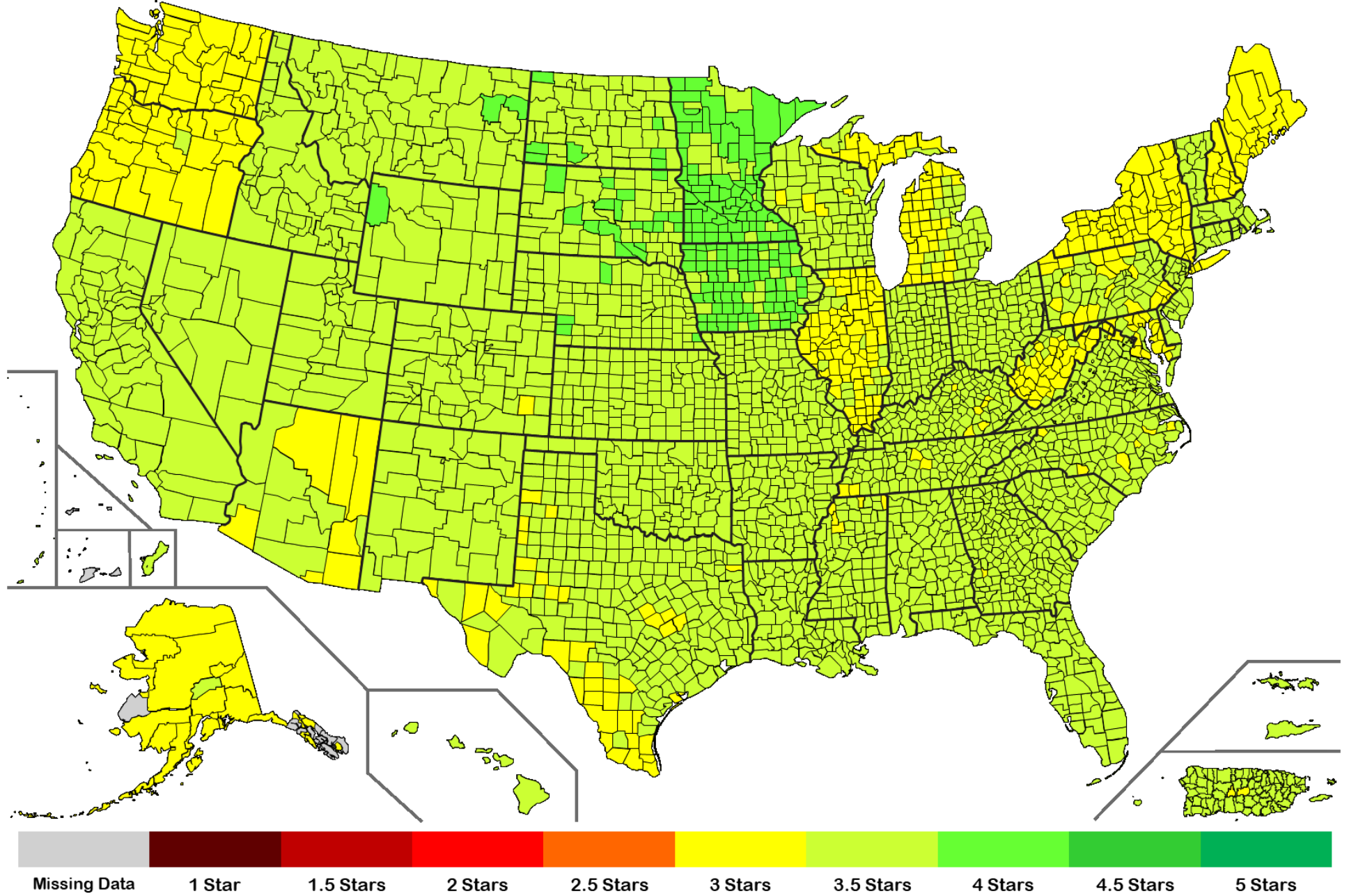


## 2016 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties

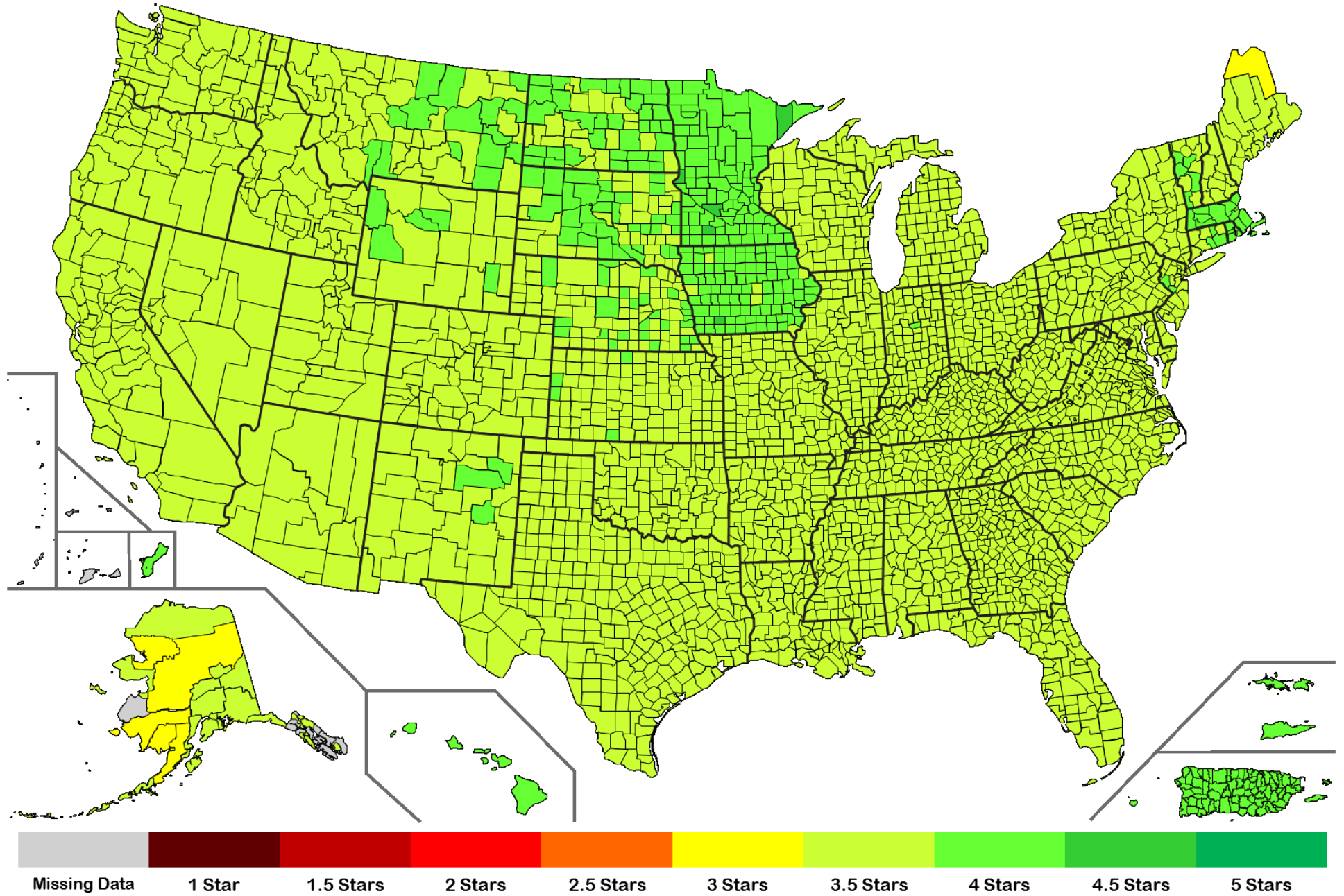




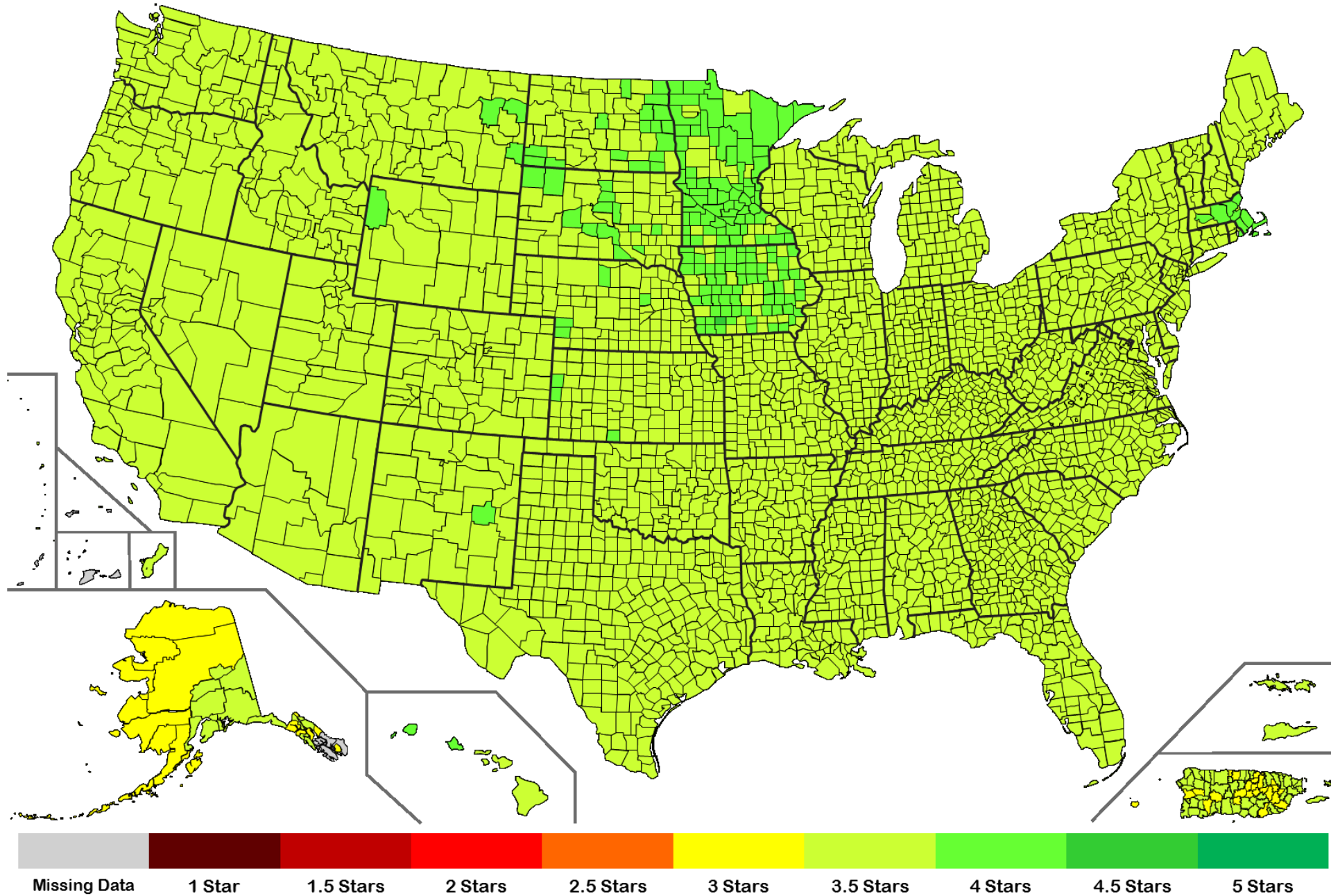
## 2019 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties



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

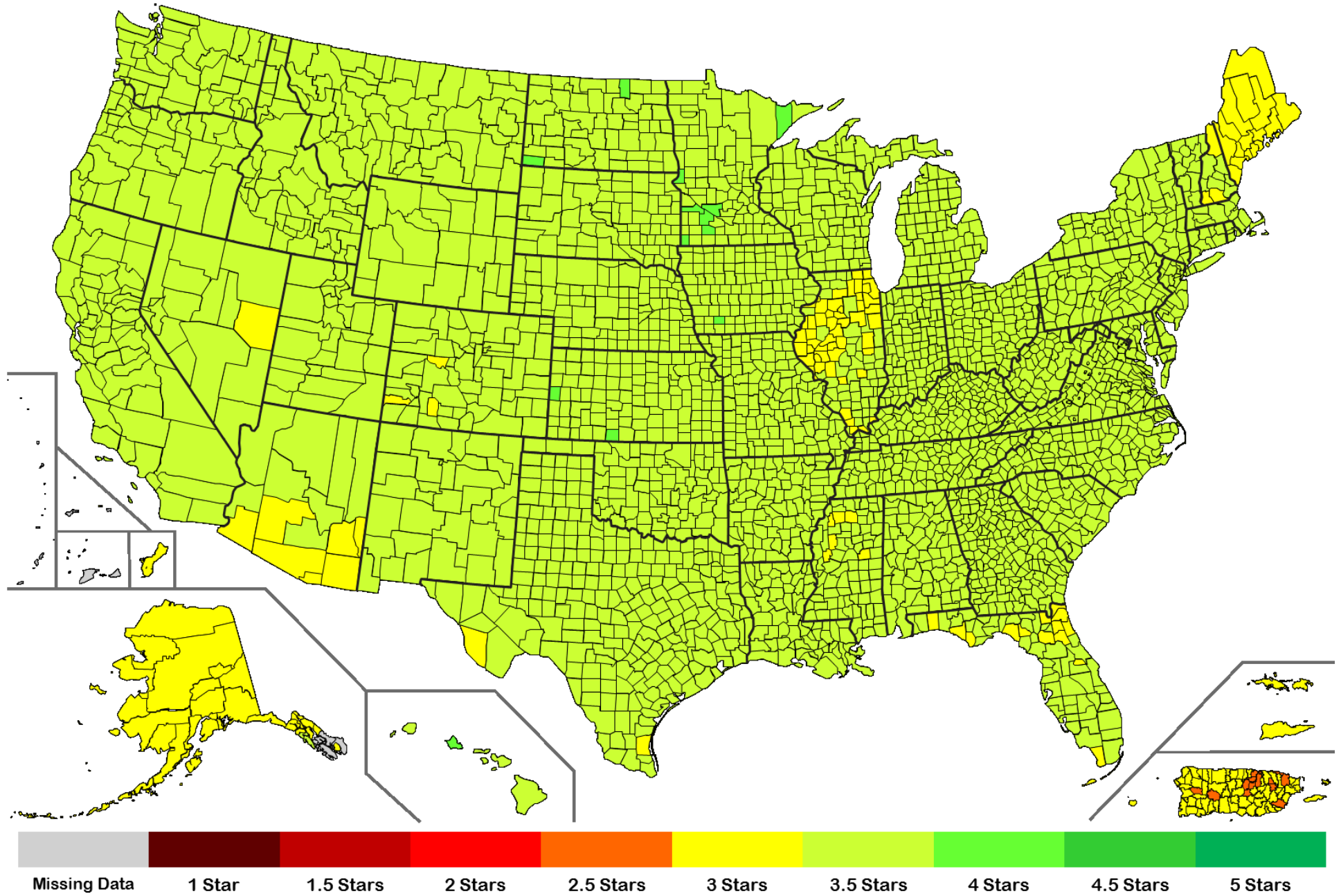


## 2017 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties





## 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	4.2
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