

DEPARTMENT OF HEALTH & HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES
7500 SECURITY BOULEVARD
BALTIMORE, MARYLAND 21244-1850



CENTER FOR MEDICARE

DATE: September 30, 2021

TO: All Medicare Advantage Organizations, Prescription Drug Plans, and Section 1876 Cost Plans

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SUBJECT: Availability of Contract Year 2022 Medicare Star Ratings Marketing Template

This memo updates Medicare Advantage Organizations, Prescription Drug Plans, and Section 1876 Cost Plans regarding the Contract Year (CY) 2022 Medicare Star Ratings Marketing Template. The Star Ratings information remains similar to prior years, but the language and format of the template have been modified to improve beneficiary understanding. The CY 2022 Medicare Star Ratings Marketing Template (Attachment A) will be available in the Health Plan Management System (HPMS) along with the release of the 2022 Star Ratings on the Medicare Plan Finder (MPF) around October 7, 2021. Plans (or their employees) may not release information on their 2022 Star Ratings through any means until the ratings have been released publicly and are live on the MPF.

In accordance with 42 C.F.R. §§ 422.2267(e)(13) and 423.2267(e)(17), plans are required to use their updated Star Ratings in all marketing materials that reference the 2022 benefit year within 21 days of the public release of the 2022 Star Ratings on Medicare Plan Finder. In addition, contracts are permitted to use the CMS logo on this Star Ratings Marketing Template, but only on this template. Plans must seek and obtain permission for any other use of the CMS logo.

Thank you for your continued commitment to the Medicare Advantage and Prescription Drug programs. Please direct questions about the use of Star Ratings in marketing materials to your Account Manager or to marketing@cms.hhs.gov.

IMPORTANT INFORMATION: 2022 Medicare Star Ratings

Official U.S.
Government
Medicare
Information



[ORGANIZATION'S MARKETING NAME] (CONTRACT ID)

For 2022, [ORGANIZATION'S MARKETING NAME, (CONTRACT ID)] received the following Star Ratings from Medicare:

Overall Star Rating: [MARKETING STAR]

Health Services Rating: [PART C SUMMARY RATING]

Drug Services Rating: [PART D SUMMARY RATING]

**Some plans do not have enough data to rate performance.*

Every year, Medicare evaluates plans based on a 5-star rating system.

Optional:
Plan Logo

Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.

The number of stars show how well a plan performs.

★★★★★ EXCELLENT

★★★★☆ ABOVE AVERAGE

★★★☆☆ AVERAGE

★★☆☆☆ BELOW AVERAGE

★☆☆☆☆ POOR

Get More Information on Star Ratings Online

Compare Star Ratings for this and other plans online at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

Questions about this plan?

Contact [ORGANIZATION MARKETING NAME] 7 days a week from [PLAN TO INSERT HOURS OF OPERATION] at [PROSPECTIVE MEMBER NUMBER] (toll-free) or [PROSPECTIVE MEMBER TTY OR RELAY NUMBER].

Current members please call [CURRENT MEMBER NUMBER] (toll-free) or [CURRENT MEMBER TTY OR RELAY NUMBER].