

Outlier Results from the Fall 2013 MA and Part D Past Performance Review

(Review period of July 2012 through August 2013)

The table below lists organizations identified by CMS as poor performers or “outliers.” The detailed methodology is available at: <http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/2014-Application-Cycle-PastPerformance-Methodology-Final.pdf>.

Parent Organization	Contracting Entity(ies)	Outlier for Part C, Part D, or Both	Areas of Poor Performance
Aetna Inc.	<ul style="list-style-type: none"> • Aetna Health, Inc. (PA) • Aetna Health, Inc. (TX) • Aetna Life Insurance Company 	Part D	<ul style="list-style-type: none"> • Compliance Letters • Part D Star Ratings • Significant problem with beneficiary impact • Exclusion during the review period from receiving auto-enrollments of LIS members (since reinstated)
Centene Corporation	<ul style="list-style-type: none"> • Bridgeway Health Solutions • Managed Health Services, Wisconsin • Superior Health Plan, Inc. 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Part D Star Ratings • Performance Audit • Civil Money Penalty • Open Problem
CIGNA	<ul style="list-style-type: none"> • HealthSpring Life & Health Insurance Co 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings* • Part D Star Ratings • Financial Audit* • Significant problem with beneficiary impact
Community Health Plan of Washington	<ul style="list-style-type: none"> • Community Health Plan of Washington 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Significant problem with beneficiary impact • Performance Audit
CVS Caremark Corporation	<ul style="list-style-type: none"> • Silverscript Insurance Company 	Part D	<ul style="list-style-type: none"> • Compliance Letters • Part D Star Ratings • Intermediate Sanction

Parent Organization	Contracting Entity(ies)	Outlier for Part C, Part D, or Both	Areas of Poor Performance
Express Scripts Holding Company	<ul style="list-style-type: none"> • Medco Containment Life and Medco Containment of New York 	Part D	<ul style="list-style-type: none"> • Compliance Letters* • Significant problem with beneficiary impact* • Fiscal Soundness* • Intermediate Sanction*
First Medical Health Plan, Inc.	<ul style="list-style-type: none"> • First Medical Health Plan, Inc. 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Part D Star Ratings • Significant problem with beneficiary impact
Humana Inc.	<ul style="list-style-type: none"> • Arcadian Health Plan, Inc. • Humana Insurance Company 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Financial Audit*
MAPFRE PRAICO CORPORATION (Terminated)	<ul style="list-style-type: none"> • MAPFRE Life Insurance Company 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part D Star Ratings • Significant problem with beneficiary impact • Performance Audit • Intermediate Sanction • Termination
Medical Card System, Inc.	<ul style="list-style-type: none"> • MCS Advantage, Inc. 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part D Star Ratings • Significant problem with beneficiary impact • Open Problem
National Health Plan Network Inc. (Terminated)	<ul style="list-style-type: none"> • National Health Plan Network, Inc. 	Part C	<ul style="list-style-type: none"> • Termination
Public Health Trust of Miami-Dade County (Terminated)	<ul style="list-style-type: none"> • Public Health Trust of Miami-Dade County 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Part D Star Ratings • Performance Audit • Medicare & You Exclusion • Civil Money Penalty • Open Problem
Touchstone Health Partnership, Inc.	<ul style="list-style-type: none"> • Touchstone Health HMO, Inc. 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Significant problem with beneficiary impact

Parent Organization	Contracting Entity(ies)	Outlier for Part C, Part D, or Both	Areas of Poor Performance
Triple-S Management Corporation	<ul style="list-style-type: none"> • Triple-S Salud, Inc. 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Part D Star Ratings • Significant problem with beneficiary impact • Performance Audit • Civil Money Penalty
UnitedHealth Group, Inc.	<ul style="list-style-type: none"> • UnitedHealthcare Insurance Company 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings
Universal Health Care Group, Inc. (Terminated)	<ul style="list-style-type: none"> • Universal Health Care Insurance Company • Universal Health Care of Nevada, Inc. • Universal Health Care, Inc. • Universal HMO of Texas, Inc. 	Both	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Part D Star Ratings • Intermediate Sanction • Termination
WellCare Health Plans, Inc.	<ul style="list-style-type: none"> • Harmony Health Plan of Illinois, Inc. • WellCare of Georgia, Inc. • WellCare of Texas, Inc. 	Part C	<ul style="list-style-type: none"> • Compliance Letters • Part C Star Ratings • Significant problem with beneficiary impact

* Indicates that poor performance is attributed to recently acquiring a subsidiary that experienced the problem prior to the acquisition.