

**Outlier Results from the Spring 2017 MA and Part D  
Past Performance Review**  
(Review period of January 2016 through February 2017)

The table below lists MA organizations and Part D sponsors identified as poor performing or "outlier" organizations during the period from January 2016 through February 2017. The report lists the name of the organization, whether its performance problems were related to Part C, Part D, or both, and the areas of poor performance. The detailed methodology is available at [cms.gov](http://cms.gov). The process of identifying and holding accountable poor performing organizations improves the beneficiary experience as a whole, insuring better quality, greater adherence to Medicare standards, and fulfilling the need for better beneficiary protection.

<b>Parent Organization</b>	<b>Legal Entity(ies)</b>	<b>Outlier for Part C and/or Part D</b>	<b>Areas of Poor Performance</b>
CIGNA	<ul style="list-style-type: none"> <li>• Bravo Health Mid-Atlantic, Inc.</li> <li>• Bravo Health Pennsylvania, Inc.</li> <li>• CIGNA Health and Life Insurance Company</li> <li>• CIGNA Healthcare of Arizona, Inc.</li> <li>• CIGNA Healthcare of Georgia, Inc.</li> <li>• CIGNA Healthcare of North Carolina, Inc.</li> <li>• CIGNA Healthcare of South Carolina, Inc.</li> <li>• CIGNA Healthcare of St. Louis, Inc.</li> <li>• Healthspring Life &amp; Health Insurance Company, Inc.</li> <li>• Healthspring of Alabama, Inc.</li> <li>• Healthspring of Florida</li> <li>• Healthspring of Tennessee, Inc.</li> </ul>	C and D	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part D Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Part D Star Ratings</li> <li>• Performance Audit</li> <li>• Intermediate Sanction</li> </ul>
Constellation Health, LLC.	<ul style="list-style-type: none"> <li>• Constellation Health, LLC.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Rating</li> <li>• Fiscal Soundness</li> </ul>

<b>Parent Organization</b>	<b>Legal Entity(ies)</b>	<b>Outlier for Part C and/or Part D</b>	<b>Areas of Poor Performance</b>
Cuatro LLC.	<ul style="list-style-type: none"> <li>• Cuatro LLC.</li> </ul>	C and D	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part D Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Termination</li> </ul>
Gateway Health Plan, LP	<ul style="list-style-type: none"> <li>• Gateway Health Plan of Ohio, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>
Humana Inc.	<ul style="list-style-type: none"> <li>• Humana Medical Plan of Pennsylvania, Inc.</li> </ul>	D	<ul style="list-style-type: none"> <li>• Part D Compliance Letters</li> <li>• Part D Star Ratings</li> <li>• CAP with Beneficiary Impact</li> </ul>
Magellan Health, Inc.	<ul style="list-style-type: none"> <li>• Alphacare of New York, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>
Medical Mutual of Ohio	<ul style="list-style-type: none"> <li>• Medical Mutual of Ohio</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>
Mountain State Health Alliance	<ul style="list-style-type: none"> <li>• Crestpoint Health Insurance Company</li> </ul>	C	<ul style="list-style-type: none"> <li>• Termination</li> </ul>
Spartanburg Regional Health Services District, Inc	<ul style="list-style-type: none"> <li>• Advicare, Corp.</li> </ul>	C and D	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part D Compliance Letters</li> <li>• Termination</li> </ul>
Tenet Healthcare Corporation	<ul style="list-style-type: none"> <li>• Phoenix Health Plans, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Star Ratings</li> <li>• CMP</li> <li>• Termination</li> </ul>
Ultimate Health Plan, Inc.	<ul style="list-style-type: none"> <li>• Ultimate Health Plans, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Performance Audit</li> <li>• Intermediate Sanction</li> </ul>
WellCare Health Plans, Inc.	<ul style="list-style-type: none"> <li>• Harmony Health Plan, Inc. (IL)</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Rating</li> <li>• CMP</li> </ul>