

**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](https://www.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.

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

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