

**Outlier Results from the Spring 2018 MA and Part D  
Past Performance Review**

*(Review period of January 1, 2017 through February 28, 2018)*

The table below lists MA organizations and Part D sponsors identified as poor performing or "outlier" organizations during the period from January 2017 through February 2018. 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, ensuring better quality, greater adherence to Medicare standards, and fulfilling the need for better beneficiary protections.

<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>
Affinity Health Services Holdings, Inc.	<ul style="list-style-type: none"> <li>Affinity Health Plan, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>Part C Compliance Letters</li> <li>Part C Star Ratings</li> <li>Performance Audit</li> <li>Civil Money Penalties</li> </ul>
Anthem	<ul style="list-style-type: none"> <li>Blue Cross of California</li> </ul>	C	<ul style="list-style-type: none"> <li>Part C Compliance Letters</li> <li>Part C Star Ratings</li> </ul>
Banner Health	<ul style="list-style-type: none"> <li>The University of Arizona Health Plans – University Care Advantage, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>Part C Compliance Letters</li> <li>Multiple AdHoc CAPS</li> <li>Serious Problem with Beneficiary Impact</li> </ul>
Baylor Scott & White Holdings	<ul style="list-style-type: none"> <li>Insurance Company of Scott and White</li> </ul>	C and D	<ul style="list-style-type: none"> <li>Part C Compliance Letters</li> <li>Part D Compliance Letters</li> <li>Serious Problem with Beneficiary Impact</li> <li>Performance Audit C and D</li> <li>Civil Money Penalties</li> </ul>
CareSource Management Group Co.	<ul style="list-style-type: none"> <li>CareSource Indiana, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>Part C Compliance Letters</li> <li>Part C Star Ratings</li> <li>Terminations</li> </ul>

Centers Plan for Healthy Living, LLC	<ul style="list-style-type: none"> <li>Centers Plan for Healthy Living, LLC</li> </ul>	C	<ul style="list-style-type: none"> <li>Part C Compliance Letters</li> <li>Part C Star Ratings</li> </ul>
Christus Health Plan	<ul style="list-style-type: none"> <li>Christus Health Plan</li> </ul>	D	<ul style="list-style-type: none"> <li>Part D Compliance Letters</li> <li>Multiple AdHoc CAPs</li> <li>Serious Problem with Beneficiary Impact</li> <li>Civil Money Penalties</li> </ul>
Elderplan, Inc.	<ul style="list-style-type: none"> <li>Elderplan, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>Part C Compliance Letters</li> <li>Part C Star Ratings</li> <li>Civil Money Penalties</li> </ul>
Express Scripts Holding Company	<ul style="list-style-type: none"> <li>Medco Containment Insurance Company of New York</li> <li>Medco Containment Life and Medco Containment of New York</li> </ul>	D	<ul style="list-style-type: none"> <li>Part D Compliance Letters</li> <li>Multiple AdHoc CAPs</li> <li>Serious Problem with Beneficiary Impact</li> <li>Civil Money Penalties</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>
Henry Ford Health System	<ul style="list-style-type: none"> <li>HAP Midwest Health Plan, Inc.</li> </ul>	D	<ul style="list-style-type: none"> <li>Part D Compliance Letters</li> <li>Part D Star Ratings</li> <li>Civil Money Penalties</li> </ul>
Independent Care Health Plan, Inc.	<ul style="list-style-type: none"> <li>Independent Care Health Plan, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>Part C Compliance Letters</li> <li>Performance Audit</li> <li>Civil Money Penalties</li> </ul>
Magellan Health, Inc.	<ul style="list-style-type: none"> <li>Merit Health Insurance Company</li> </ul>	D	<ul style="list-style-type: none"> <li>Part D Compliance Letters</li> <li>Part D Star Ratings</li> <li>Performance Audit</li> <li>Civil Money Penalties</li> </ul>

Medical Mutual of Ohio	<ul style="list-style-type: none"> <li>• Medical Mutual of Ohio</li> </ul>	C and D	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part D Compliance Letters</li> <li>• Multiple AdHoc CAPs</li> <li>• Serious Problem with Beneficiary Impact</li> <li>• Part C Star Ratings</li> <li>• Civil Money Penalties</li> </ul>
QHP Financial Group, Inc.	<ul style="list-style-type: none"> <li>• Quality Health Plans of New York, 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 Fiscal Soundness</li> </ul>
University of Maryland Medical System Corporation	<ul style="list-style-type: none"> <li>• University of Maryland Health Advantage, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>
USABLE Mutual Insurance Company	<ul style="list-style-type: none"> <li>• USABLE Mutual Insurance Company</li> </ul>	D	<ul style="list-style-type: none"> <li>• Intermediate Sanctions</li> <li>• Civil Money Penalties</li> <li>• Part D Compliance Letters</li> </ul>
Visiting Nurse Service of New York	<ul style="list-style-type: none"> <li>• VNS Choice</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>