

**Outlier Results from the Fall 2017 MA and Part D
Past Performance Review**
(Review period of August 2016 through September 2017)

The table below lists MA organizations and Part D sponsors identified as poor performing or "outlier" organizations during the period from August 2016 through September 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. 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
Banner Health	<ul style="list-style-type: none"> The University of Arizona Health Plans – University Care Advantage, Inc. 	C	<ul style="list-style-type: none"> Part C Compliance Letters Multiple Ad Hoc CAPs CAP with Beneficiary Impact
Baylor Scott & White Holdings	<ul style="list-style-type: none"> Insurance Company of Scott and White 	C	<ul style="list-style-type: none"> Part C Compliance Letters CAP with Beneficiary Impact Performance Audit
Gateway Health Plan, LP	<ul style="list-style-type: none"> Gateway Health Plan, 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 Health Plan, Inc. 	D	<ul style="list-style-type: none"> Part D Compliance Letters CAP with Beneficiary Impact Performance Audit Civil Money Penalties
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
QHP Financial Group, Inc.	<ul style="list-style-type: none"> Quality Health Plans of New York, Inc. 	C & D	<ul style="list-style-type: none"> Part C Compliance Letters Part D Compliance Letters

			<ul style="list-style-type: none"> • Part C Star Ratings • Part D Star Ratings • Fiscal Soundness
USAbLe Mutual Insurance Company	<ul style="list-style-type: none"> • USAbLe Mutual Insurance Company 	D	<ul style="list-style-type: none"> • Part D Compliance Letters • OEC Exclusion • Intermediate Sanction
Visiting Nurse Service of New York	<ul style="list-style-type: none"> • VNS Choice 	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings
WellCare Health Plans, Inc.	<ul style="list-style-type: none"> • Harmony Health Plan, Inc. 	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings • Civil Money Penalties