

**Outlier Results from the Fall 2016 MA and Part D
Past Performance Review**

(Review period of July 2015 through August 2016)

The table below lists MA organizations and Part D sponsors identified as poor performing or "outlier" organizations during the period from July 2015 through August 2016. 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
Advantage Health Solutions	• Advantage Health Solutions, Inc.	C	• Termination
Affinity Health Services Holdings, Inc.	• Affinity Health Plan Inc.	C	• Part C Compliance Letters • Part C Star Ratings
America's 1st Choice NY Holdings, LLC	• Atlantis Health Plan, Inc.	C and D	• Part C Compliance Letters • Part D Compliance Letters • Termination
Baylor Scott & White Holdings	• Insurance Company of Scott and White	C and D	• Part C Compliance Letters • Part D Compliance Letters • Fiscal Soundness
CareSource Management Group Co.	• Caresource Kentucky Co.	C	• Part C Letters • CAP with Beneficiary Impact • Fiscal Soundness
Catholic Health Care System	• Catholic Managed Long Term Care, Inc.	C	• Termination
Catholic Health Partners	• Healthspan Integrated Care	C	• Part C Compliance Letters • Part C Star Ratings

Parent Organization	Legal Entity(ies)	Outlier for Part C and/or Part D	Areas of Poor Performance
CenterLight Health System, Inc.	<ul style="list-style-type: none"> CenterLight Healthcare, Inc. 	C	<ul style="list-style-type: none"> Part C Compliance Letters Fiscal Soundness
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 C Star Ratings Part D Star Ratings Part D Compliance Letters Fiscal Soundness Intermediate Sanction
Constellation Health, LLC.	<ul style="list-style-type: none"> Constellation Health, LLC. 	C and D	<ul style="list-style-type: none"> Part C Compliance Letters Part D Compliance Letters Part C Star Ratings Fiscal Soundness
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

Parent Organization	Legal Entity(ies)	Outlier for Part C and/or Part D	Areas of Poor Performance
CVS Health Corporation	<ul style="list-style-type: none"> • Silverscript Insurance Company 	D	<ul style="list-style-type: none"> • Part D Compliance Letters • CAP with Beneficiary Impact • Intermediate Sanction • Civil Money Penalty
Family Health Network	<ul style="list-style-type: none"> • Community Care Alliance of Illinois, NFP 	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings
Health Care Service Corporation	<ul style="list-style-type: none"> • GHS Managed Health Care Plans, Inc. 	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings • Open Problems
Henry Ford Health System	<ul style="list-style-type: none"> • HAP Midwest 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"> • ARCADIAN HEALTH PLAN, INC. • CAREPLUS HEALTH PLANS, INC. • CARITEN HEALTH PLAN INC. • CHA HMO, INC. • HUMANA BENEFIT PLAN OF ILLINOIS, INC. • HUMANA EMPLOYERS HEALTH PLAN OF GEORGIA, INC. • HUMANA HEALTH BENEFIT PLAN OF LOUISIANA, INC. • HUMANA HEALTH COMPANY OF NEW YORK, INC. • HUMANA HEALTH INSURANCE COMPANY OF FLORIDA, INC. 	D	<ul style="list-style-type: none"> • Part D Compliance Letters • CAP with Beneficiary Impact • Performance Audit • Civil Money Penalty

Parent Organization	Legal Entity(ies)	Outlier for Part C and/or Part D	Areas of Poor Performance
	<ul style="list-style-type: none"> • HUMANA HEALTH PLAN, INC. • HUMANA HEALTH PLAN OF CALIFORNIA, INC. • HUMANA HEALTH PLAN OF OHIO, INC. • HUMANA HEALTH PLANS OF PUERTO RICO, INC. • HUMANA HEALTH PLAN OF TEXAS, INC. • HUMANA INSURANCE COMPANY • HUMANA INSURANCE COMPANY OF NEW YORK • HUMANA INSURANCE OF PUERTO RICO, INC. • HUMANA MEDICAL PLAN, INC. • HUMANA MEDICAL PLAN OF MICHIGAN, INC. • HUMANA MEDICAL PLAN OF PENNSYLVANIA, INC. • HUMANA MEDICAL PLAN OF UTAH, INC. • HUMANA REGIONAL HEALTH PLAN, INC. • HUMANA WI HEALTH ORGANIZATION INSURANCE CORP 		
Kinderhook Capital Fund III, L.P.	<ul style="list-style-type: none"> • Globalhealth, Inc. 	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings

Parent Organization	Legal Entity(ies)	Outlier for Part C and/or Part D	Areas of Poor Performance
Montage Health	• Aspire Health Plan	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Fiscal Soundness
Mountain States Health Alliance	• Crestpoint Health Insurance Company	C and D	<ul style="list-style-type: none"> • Part D Compliance Letters • Termination
New West Health Services	• New West Health Services	C and D	<ul style="list-style-type: none"> • Part C Compliance Letters • Part D Compliance Letters • Fiscal Soundness • Civil Money Penalty • Termination
Spartanburg Regional Health Services District, Inc	• Advicare, Corp.	C and D	<ul style="list-style-type: none"> • Part C Compliance Letters • Part D Compliance Letters • Termination
Tenet Healthcare Corporation	• Phoenix Health Plans, Inc.	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings • Civil Money Penalty • Open Problems
Touchstone Health Partnership, Inc.	• Touchstone Health HMO, Inc.	C and D	<ul style="list-style-type: none"> • Part D Star Ratings • Financial Audit • Termination
Ultimate Health Plan, Inc.	• Ultimate Health Plans, Inc.	C and D	<ul style="list-style-type: none"> • Performance Audit • Intermediate Sanction
Universal Health Services, Inc.	• Prominence Healthfirst	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings
WellCare Health Plans, Inc.	• Harmony Health Plan, Inc. (IL)	C	<ul style="list-style-type: none"> • Part C Compliance Letters • Part C Star Ratings

*No Longer Operating Any Medicare Contracts.