

Outlier Results from the Spring 2014 MA and Part D Past Performance Review

(Review period of January 2013 through February 2014)

The table below lists organizations identified by CMS as poor performers or “outliers.” The detailed methodology is available at: http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/2015ApplicationCyclePastPerformanceMethodologyFinal_01-15-14.pdf.

Parent Organization	Contracting Entity(ies)	Outlier for Part C, Part D, or Both	Areas of Poor Performance
BlueCross BlueShield of Louisiana^	<ul style="list-style-type: none"> LOUISIANA HEALTH SERVICE AND INDEMNITY COMPANY 	D	<ul style="list-style-type: none"> Part D Stars Outstanding Concerns (Persistent Low Star Ratings)
BlueCross BlueShield of South Carolina (BCBSSC)	<ul style="list-style-type: none"> BLUECROSS AND BLUESHIELD OF SOUTH CAROLINA 	D	<ul style="list-style-type: none"> Part D Stars Outstanding Concerns (Persistent Low Star Ratings)
CareSource Management Group Co.	<ul style="list-style-type: none"> CARESOURCE 	D	<ul style="list-style-type: none"> Part D Stars Outstanding Concerns (Persistent Low Star Ratings)
Centene Corporation	<ul style="list-style-type: none"> BRIDGEWAY HEALTH SOLUTIONS SUPERIOR HEALTH PLAN, INC. 	Bridgeway – C Superior – D	<ul style="list-style-type: none"> Compliance Letters Part C Stars Part D Stars Civil Money Penalty Outstanding Concerns (Persistent Low Star Ratings)
CIGNA	<ul style="list-style-type: none"> BRAVO HEALTH PENNSYLVANIA, INC. HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY, INC. 	Bravo Pennsylvania – C HealthSpring – C and D	<ul style="list-style-type: none"> Compliance Letters* Part C Stars* Part D Stars* Financial Audit* Outstanding Concerns (Persistent Low Star Ratings)*
Cuatro LLC	<ul style="list-style-type: none"> CUATRO LLC 	C	<ul style="list-style-type: none"> Compliance Letters Part C Stars Financial Soundness Performance Audit

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CVS Caremark	<ul style="list-style-type: none"> • SILVERSCRIPT INSURANCE COMPANY 	D	<ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Exclusion during the review period from receiving auto-enrollments of LIS members (recently reinstated) • Intermediate Sanction (recently lifted)
Express Scripts Holding Company	<ul style="list-style-type: none"> • MEDCO CONTAINMENT LIFE AND MEDCO CONTAINMENT OF NEW YORK 	D	<ul style="list-style-type: none"> • Compliance Letters • Significant problem with beneficiary impact* • Performance Audit • Intermediate Sanction*
First Medical Health Plan, Inc.	<ul style="list-style-type: none"> • FIRST MEDICAL HEALTH PLAN, INC. 	C and D	<ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings)
Florida Healthcare Plus, Inc.	<ul style="list-style-type: none"> • Florida Healthcare Plus, Inc. 	C	<ul style="list-style-type: none"> • Compliance Letters • Financial Soundness • Outstanding Concerns (Civil Money Penalty)
HHCS, Inc.^	<ul style="list-style-type: none"> • HHH CHOICES HEALTH PLAN, LLC 	C	<ul style="list-style-type: none"> • Disruptive Termination
Humana, Inc.	<ul style="list-style-type: none"> • HUMANA INSURANCE COMPANY • ARCADIAN HEALTH PLAN, INC. 	Humana Insurance Company – C Arcadian – C and D	<ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars* • Financial Audit* • Outstanding Concerns (Persistent Low Star Ratings)*
IASIS Healthcare	<ul style="list-style-type: none"> • HEALTH CHOICE ARIZONA, INC. 	D	<ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Significant problem with beneficiary impact
InnovaCare, Inc.	<ul style="list-style-type: none"> • PREFERRED MEDICARE CHOICE, INC. 	D	<ul style="list-style-type: none"> • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings)

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MAPFRE PRAICO CORPORATION^	<ul style="list-style-type: none"> • MAPFRE LIFE INSURANCE COMPANY 	C and D	<ul style="list-style-type: none"> • Part D Stars • Intermediate Sanction • Disruptive Termination • Outstanding Concerns (Persistent Low Star Ratings)
Medical Card System, Inc.	<ul style="list-style-type: none"> • MCS ADVANTAGE, INC. 	C and D	<ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Significant problem with beneficiary impact • Civil Money Penalty • Outstanding Concerns (Persistent Low Star Ratings)
National Health Plan Network Inc.^	<ul style="list-style-type: none"> • NATIONAL HEALTH PLAN NETWORK INC. 	C	<ul style="list-style-type: none"> • CMS-Initiated Termination
Orange County Health Authority	<ul style="list-style-type: none"> • ORANGE COUNTY HEALTH AUTHORITY 	C and D	<ul style="list-style-type: none"> • Compliance Letters • Performance Audit • Intermediate Sanction
Public Health Trust of Miami-Dade County^	<ul style="list-style-type: none"> • PUBLIC HEALTH TRUST OF MIAMI-DADE COUNTY 	C and D	<ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Civil Money Penalty • Disruptive Termination
Simply Healthcare Holdings, Inc.	<ul style="list-style-type: none"> • SIMPLY HEALTHCARE PLANS, INC. 	D	<ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Performance Audit
Torchmark Corporation	<ul style="list-style-type: none"> • UNITED AMERICAN INSURANCE COMPANY 	D	<ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Significant problem with beneficiary impact • Civil Money Penalty
Touchstone Health Partnership, Inc	<ul style="list-style-type: none"> • TOUCHSTONE HEALTH HMO, INC. 	C	<ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Outstanding Concerns (Persistent Low Star Ratings)

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Triple-S Management Corporation	<ul style="list-style-type: none"> • TRIPLE-S SALUD, INC. 	C and D	<ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings)
UnitedHealth Group, Inc.	<ul style="list-style-type: none"> • UNITEDHEALTHCARE OF PENNSYLVANIA, INC. • AMERICHoice OF NEW JERSEY, INC • UNITEDHEALTHCARE INSURANCE COMPANY (UHIC) • CARE IMPROVEMENT PLUS OF TEXAS INSURANCE COMPANY • CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO. • UNITEDHEALTHCARE COMMUNITY PLAN, INC • UNITEDHEALTHCARE OF GEORGIA, INC. • UNITEDHEALTHCARE OF WISCONSIN, INC. • UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC. 	UHC of Pennsylvania – C Americhoice of NJ & UHIC – C and D All others – D	<ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings)
Universal American Corp.	<ul style="list-style-type: none"> • THE PYRAMID LIFE INSURANCE COMPANY 	C and D	<ul style="list-style-type: none"> • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings)
Universal Health Care Group, Inc.^	<ul style="list-style-type: none"> • UNIVERSAL HEALTH CARE INSURANCE COMPANY • UNIVERSAL HEALTH CARE OF NEVADA, INC. • UNIVERSAL HEALTH CARE, INC. • UNIVERSAL HMO OF TEXAS, INC. 	C and D	<ul style="list-style-type: none"> • Compliance Letters • Part D Stars • Performance Audit • Intermediate Sanction • Disruptive Termination • Outstanding Concerns (Persistent Low Star Ratings)

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Visiting Nurse Service of New York	<ul style="list-style-type: none"> • VNS CHOICE 	D	<ul style="list-style-type: none"> • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings)
WellCare Health Plans, Inc.	<ul style="list-style-type: none"> • HARMONY HEALTH PLAN OF ILLINOIS, INC. • WELLCARE HEALTH INSURANCE OF ARIZONA, INC. • WELLCARE HEALTH PLANS OF NEW JERSEY, INC. • WELLCARE OF CONNECTICUT, INC. • WELLCARE OF GEORGIA, INC. • WELLCARE OF LOUISIANA, INC. • WELLCARE OF NEW YORK, INC. • WELLCARE OF OHIO, INC. • WELLCARE OF TEXAS, INC. • WELLCARE PRESCRIPTION INSURANCE, INC. • WINDSOR HEALTH PLAN, INC. 	Harmony Health Plan of IL, Wellcare of Georgia, and Wellcare of TX – C and D All others – D	<ul style="list-style-type: none"> • Compliance Letters • Part C Stars • Part D Stars • Multiple Ad Hoc Corrective Action Plans • Significant problem with beneficiary impact • Outstanding Concerns (Persistent Low Star Ratings)
WellPoint, Inc.	<ul style="list-style-type: none"> • AMERIGROUP NEW JERSEY, INC. • AMERIGROUP MARYLAND, INC. • UNICARE LIFE & HEALTH INSURANCE COMPANY 	Amerigroup New Jersey – C and D Amerigroup Maryland and Unicare – D	<ul style="list-style-type: none"> • Part C Stars • Part D Stars • Outstanding Concerns (Persistent Low Star Ratings)

^ Indicates that the organization no longer holds a Medicare Advantage or Part D contract with Medicare.

* Indicates that poor performance is attributed to recently acquiring a subsidiary that experienced the problem prior to the acquisition.