

## Outlier Results from the Spring 2016 MA and Part D Past Performance Review

*(Review period of January 2015 through February 2016)*

The table below lists MA organizations and Part D sponsors identified as poor performing or "outlier" organizations during the period from January 2015 through February 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: <http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/Memo-2016-Application-Cycle-Past-Performance-Methodology-v1-021115.pdf>. 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.

<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>
Advantage Health Solutions	<ul style="list-style-type: none"> <li>• Advantage Health Solutions, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Termination</li> </ul>
Aetna, Inc.	<ul style="list-style-type: none"> <li>• Cambridge Life Insurance Company</li> </ul>	D	<ul style="list-style-type: none"> <li>• Part D Compliance Letters</li> <li>• Part D Star Ratings</li> <li>• Civil Money Penalty</li> </ul>
America's 1st Choice NY Holdings, LLC*	<ul style="list-style-type: none"> <li>• Atlantis Health Plan, 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>• Termination</li> </ul>
ATRIO Health Plans	<ul style="list-style-type: none"> <li>• ATRIO Health Plans</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• CAP with Beneficiary Impact</li> <li>• Civil Money Penalty</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 Letters</li> <li>• Fiscal Soundness</li> </ul>
Catholic Health Care System	<ul style="list-style-type: none"> <li>• Catholic Managed Long Term Care, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Termination</li> </ul>
Centene Corporation	<ul style="list-style-type: none"> <li>• Fidelis Securecare of Michigan</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>
Chinese Hospital Association	<ul style="list-style-type: none"> <li>• Chinese Community Health Plan</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Intermediate Sanction</li> </ul>

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CIGNA	<ul style="list-style-type: none"> <li>• Bravo Health Mid-Atlantic, Inc.</li> <li>• Bravo Health Pennsylvania, Inc.</li> <li>• CIGNA Health and Life Insurance Company</li> <li>• CIGNA Healthcare of Arizona, Inc.</li> <li>• CIGNA Healthcare of Georgia, Inc.</li> <li>• CIGNA Healthcare of North Carolina, Inc.</li> <li>• CIGNA Healthcare of South Carolina, Inc.</li> <li>• CIGNA Healthcare of St. Louis, Inc.</li> <li>• Healthspring Life &amp; Health Insurance Company, Inc.</li> <li>• Healthspring of Alabama, Inc.</li> <li>• Healthspring of Florida</li> <li>• Healthspring of Tennessee, Inc.</li> </ul>	C and D	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Part D Compliance Letters</li> <li>• Intermediate Sanction</li> </ul>
Constellation Health, LLC.	<ul style="list-style-type: none"> <li>• Constellation Health, LLC.</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</li> <li>• Fiscal Soundness</li> </ul>
Cuatro LLC.	<ul style="list-style-type: none"> <li>• Cuatro LLC.</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>• Fiscal Soundness</li> <li>• Outstanding Concerns</li> </ul>
Express Scripts Holding Company	<ul style="list-style-type: none"> <li>• Medco Containment Life and Medco Containment of New York</li> </ul>	D	<ul style="list-style-type: none"> <li>• Part D Star Ratings</li> <li>• Intermediate Sanction</li> </ul>
Fallon Community Health Plan	<ul style="list-style-type: none"> <li>• Fallon Total Care, Inc.</li> </ul>	C	<ul style="list-style-type: none"> <li>• Termination</li> </ul>
Health Care Service Corporation	<ul style="list-style-type: none"> <li>• Health Care Service Corporation</li> </ul>	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>

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HealthNow New York, Inc.	• Healthnow New York Inc.	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> </ul>
HealthPlus of Michigan	• Healthplus of Michigan	C and D	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part D Compliance Letters</li> <li>• CAP with Beneficiary Impact</li> <li>• Fiscal Soundness</li> <li>• Intermediate Sanction</li> </ul>
Humana Inc.	• Careplus Health Plans, Inc.	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Performance Audit</li> <li>• Civil Money Penalty</li> </ul>
Independence Health Group, Inc.	• Vista Health Plan, Inc.	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part C Star Ratings</li> <li>• Civil Money Penalty</li> </ul>
Maricopa County Special Health Care District	• Maricopa County Special Health Care District	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Fiscal Soundness</li> </ul>
Medical Card System, Inc.	• MCS Advantage, Inc.	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Performance Audit</li> <li>• Civil Money Penalty</li> </ul>
New West Health Services	• New West Health Services	C	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Fiscal Soundness</li> <li>• Civil Money Penalty</li> </ul>
Orange County Health Authority	• Orange County Health Authority	C and D	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part D Compliance Letters</li> <li>• CAP with Beneficiary Impact</li> <li>• Intermediate Sanction</li> </ul>
Summa Health System	• Summacare, Inc.	C and D	<ul style="list-style-type: none"> <li>• Part C Compliance Letters</li> <li>• Part D Compliance Letters</li> <li>• CAP with Beneficiary Impact</li> <li>• Intermediate Sanction</li> </ul>

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Torchmark Corporation	<ul style="list-style-type: none"> <li>• First United American Life Insurance Company</li> <li>• United American Insurance Company</li> </ul>	D	<ul style="list-style-type: none"> <li>• Part D Compliance Letters</li> <li>• Part D Star Ratings</li> <li>• Fiscal Soundness</li> <li>• Intermediate Sanction</li> </ul>
Touchstone Health Partnership, Inc.*	<ul style="list-style-type: none"> <li>• Touchstone Health HMO, 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 D Star Ratings</li> <li>• Termination</li> </ul>
Ultimate Health Plan, Inc.	<ul style="list-style-type: none"> <li>• Ultimate Health Plans, Inc.</li> </ul>	C and D	<ul style="list-style-type: none"> <li>• Intermediate Sanction</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>• Fiscal Soundness</li> <li>• 1/3 Financial Audit</li> </ul>

\*No longer offering any Medicare contracts