Fact Sheet - 2018 Part C and D Star Ratings

Note: The information included in this Fact Sheet is based on the 2018 Star Ratings published on Medicare Plan Finder (MPF) on October 11, 2017. For details on the Medicare Advantage (MA) and Part D Star Ratings, please refer to the 2018 MA Part C & D Star Ratings Technical Notes available at http://go.cms.gov/partcanddstarratings.

Introduction

The Centers for Medicare & Medicaid Services (CMS) is committed to serving Medicare beneficiaries by putting patients first. As part of this commitment, one of our goals is to improve quality of care for Medicare beneficiaries. The Part C and D Star Ratings support beneficiaries in understanding the quality of health and drug plans, physicians, hospitals, and other Medicare providers.

Highlights of Contract Performance in 2018 Star Ratings[1]

Changes in Ratings from 2017

The last row in Table 1 details the trend in the average overall Star Ratings weighted by enrollment for MA contracts offering prescription drug coverage (MA-PDs) for the period of 2015 to 2018.

- Approximately 44 percent of MA-PDs (170 contracts) that will be offered in 2018 earned 4 stars or higher for their 2018 overall rating.
- Weighted by enrollment, close to 73 percent of MA-PD enrollees are currently in contracts that will have 4 or more stars in 2018. This compares to approximately 69 percent based on 2017 Star Ratings.

Table 1: 2015 - 2018 Overall Star Rating Distribution for MA-PD Contracts

Overall Rating	2015 Number of Contracts	2015 %	2015 Weighted By Enrollment	2016 Number of Contracts	2016 %	2016 Weighted By Enrollment	2017 Number of Contracts	2017 %	2017 Weighted By Enrollment	2018 Number of Contracts	2018 %	2018 Weighted By Enrollment
5 stars	11	2.78	9.88	12	3.25	10.23	14	3.86	9.81	15	3.91	11.17
4.5 stars	61	15.44	19.59	65	17.62	25.02	70	19.28	24.45	57	14.84	22.47
4 stars	86	21.77	30.32	102	27.64	35.71	96	26.45	34.90	98	25.52	39.24
3.5 stars	136	34.43	26.78	113	30.62	19.60	109	30.03	22.06	139	36.2	22.45
3 stars	73	18.48	10.98	66	17.89	8.60	65	17.91	8.17	61	15.89	4.20
2.5 stars	26	6.58	2.37	11	2.98	0.84	9	2.48	0.62	12	3.13	0.46
2 stars	2	0.51	0.08	0	0.00	0.00	0	0.00	0.00	2	0.52	0.02
Total Number of Rated Contracts	395			369			363			384		
Average Star Rating*	3.92			4.03			4.02			4.06		

* The average Star Rating is weighted by enrollment.

The last row in Table 2 details the trend in the average Part D Ratings weighted by enrollment for stand-alone prescription drug plans (PDPs) for the period of 2015 to 2018.

- Approximately 52 percent of PDPs (28 contracts) that will be active in 2018 received 4 or more stars for their 2018 Part D rating.
- Weighted by enrollment, close to 47 percent of PDP enrollees are in contracts with 4 or more stars. This is up from 41 percent in the 2017 Star Ratings.

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[1] Tables contained in this document may not have sums of percentages of 100.00 due to rounding.

Table 2: 2015 - 2018 Part D Rating Distribution for PDPs

Part D Rating	2015 Number of Contracts	2015 %	2015 Weighted By Enrollment	2016 Number of Contracts	2016 %	2016 Weighted By Enrollment	2017 Number of Contracts	2017 %	2017 Weighted By Enrollment	2018 Number of Contracts	2018 %	2018 Weighted By Enrollment
5 stars	3	4.92	1.50	2	3.39	0.13	6	10.91	2.28	7	12.96	2.03
4.5 stars	11	18.03	7.28	10	16.95	1.63	8	14.55	0.65	5	9.26	0.28
4 stars	17	27.87	43.94	12	20.34	29.95	13	23.64	37.74	16	29.63	45.03
3.5 stars	18	29.51	40.40	13	22.03	21.80	16	29.09	25.55	17	31.48	36.39
3 stars	7	11.48	0.61	15	25.42	39.88	9	16.36	31.84	5	9.26	8.00
2.5 stars	3	4.92	5.99	6	10.17	6.6	3	5.45	1.94	2	3.70	4.60
2 stars	1	1.64	0.01	1	1.69	0.01	0	0.00	0.00	2	3.70	3.66
1.5 stars	1	1.64	0.27	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00
Total Number of Rated Contracts	61			59			55			54		
Average Star Rating*	3.75			3.40			3.55			3.62		

* The average Star Rating is weighted by enrollment.

5-Star Contracts

A total of 23 contracts are highlighted on MPF with a high performing (gold star) icon indicated that they earned 5 stars; 15 are MA-PD contracts (Table 3), one is an MA-only contract (Table 4), and seven are PDPs (Table 5).

For 2018, there are nine contracts that will receive the gold star icon that did not receive it in 2017. Of the nine new 5-star contracts, there are six MA-PDs, one MA-only, and two PDPs. The contracts receiving the gold star icon in 2018 that did not receive it in 2017 are highlighted in Tables 3, 4 and 5, and the contract number and name are italicized. The Tables below show both the Employer Group Health Plan (EGHP) service areas, if applicable, and the non-EGHP service areas.

Table 3: MA-PD Contracts Receiving the 2018 High Performing Icon

Contract	Contract Name	Enrolled 10/2017	Non-EGHP Service Area	EGHP Service Area	5 Star Last Year	SNP
H0332	Ks Plan Administrators, Llc	31,481	4 counties in TX	251 counties in TX	Yes	No
H0524	Kaiser Foundation Hp, Inc.	1,137,797	31 counties in CA	Not applicable	Yes	Yes
H0630	Kaiser Foundation Hp Of Co	108,915	17 counties in CO	Not applicable	Yes	Yes
H1230	*Kaiser Foundation Hp, Inc.*	31,427	3 counties in HI	Not applicable	No	Yes
H2150*	Kaiser Fndn Hp Of The Mid-Atlantic Sts	73,415	D.C., 11 counties in MD, 9 counties in VA	Not applicable	Yes	No
H2256	Tufts Associated HMO	101,005	10 counties in MA	Not applicable	Yes	Yes
H2461	*Blue Cross And Blue Shield Of Minnesota*	251,069	87 counties in MN	Not applicable	No	No
H5042	Cdphp Universal Benefits, Inc.	3,954	Not applicable	62 counties in NY	Yes	No
H5262	Gundersen Health Plan	14,827	5 counties in IA, 14 counties in WI	Not applicable	Yes	No
H5431	*Healthsun Health Plans, Inc.*	39,534	2 counties in FL	Not applicable	No	No
H5594	Optimum Healthcare, Inc.	53,203	25 counties in FL	Not applicable	Yes	Yes
H7728	*Anthem Health Plans Of New Hampshire, Inc.*	2,003	41 counties in GA, 46 counties in KY, 5 counties in NH	Most of the U.S.	No	No
H9003	Kaiser Foundation Hp Of The NW	89,048	9 counties in OR, 4 counties in WA	1 county in OR, 1 county in WA	Yes	No
H9047	*Providence Health Assurance*	52,895	15 counties in OR, 3 counties in WA	Not applicable	No	Yes
H9096	*Dean Health Plan, Inc.*	2,517	7 counties in WI	Not applicable	No	No

* H2172 is a new contract that will be holding the converted cost plan (H2150) so it will receive 5 stars on Medicare Plan Finder.

Table 4: MA-only Contract Receiving the 2018 High Performing Icon[2]

Contract	Contract Name	Enrolled 10/2017	Non-EGHP Service Area	EGHP Service Area	5 Star Last Year
H5256	Medical Associates Clinic Health Plan	3,460	4 counties in WI	Not applicable	No

Table 5: PDP Contracts Receiving the 2018 High Performing Icon

Contract	Contract Name	Enrolled 10/2017	Non-EGHP Service Area	EGHP Service Area	5 Star Last Year
S0655	Tufts Insurance Company	9,296	Not applicable	35 regions	Yes
S1822	HealthPartners, Inc.	1,350	Not applicable	34 regions	No
S2893	Anthem Insurance Co. & Bcbsma & Bcbsri & Bcbsvt	165,585	1 region - Central New England (Connecticut, Massachusetts, Rhode Island, and Vermont)	37 regions	Yes
S3521	Excellus Health Plan, Inc.	8,644	Not applicable	39 regions	Yes
S4219	Health Alliance Medical Plans	704	Not applicable	39 regions	No
S5743	Wellmark Ia & Sd, & Bcbs Mn, Mt, Ne, Nd,& Wy	288,169	1 region - Upper Midwest and Northern Plains (Iowa, Minnesota, Montana, Nebraska, North Dakota, South Dakota and Wyoming)	33 regions	Yes
S9701	Dean Health Insurance, Inc.	40,407	Not applicable	35 regions	Yes

Consistently Low Performers

For the first time since the implementation of the Low Performing Icon (LPI), which highlights contracts with consistently low performance for at least 3 years in a row, no contracts will receive the LPI on MPF for the 2018 Star Ratings.

Length of Time in Program and Performance

Overall, higher Star Ratings are associated with contracts that have more experience in the MA program. A similar pattern exists for PDPs. The tables below show the distribution of ratings by the number of years in the program (MA-PDs are shown in Table 7 and PDPs in Table 8).

Table 7: Distribution of Overall Star Ratings by Length of Time in Program for MA-PDs

2018 Overall Rating	Count Less than 5 years	% Less than 5 years	Count 5 years to less than 10 years	% 5 years to less than 10 years	Count Greater than 10 years	% Greater than 10 years
5 stars	2	2.17	2	2.86	11	4.95
4.5 stars	5	5.43	5	7.14	47	21.17
4 stars	10	10.87	19	27.14	69	31.08
3.5 stars	41	44.57	28	40.00	70	31.53
3 stars	23	25.00	14	20.00	24	10.81
2.5 stars	9	9.78	2	2.86	1	0.45
2 stars	2	2.17	0	0.00	0	0.00
1.5 stars	0	0.00	0	0.00	0	0.00
1 star	0	0.00	0	0.00	0	0.00
Total Number of Rated Contracts	92		70		222	

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[2] MA-only contracts cannot offer SNPs.

Table 8: Distribution of Part D Ratings by Length of Time in Program for PDPs

2018 Part D Rating	Count Less than 5 years	% Less than 5 years	Count 5 years to less than 10 years	% 5 years to less than 10 years	Count Greater than 10 years	% Greater than 10 years
5 stars	1	16.67	3	60.00	3	6.98
4.5 stars	1	16.67	0	0.00	4	9.30
4 stars	1	16.67	1	20.00	14	32.56
3.5 stars	0	0.00	0	0.00	17	39.53
3 stars	2	33.33	0	0.00	3	6.98
2.5 stars	0	0.00	1	20.00	1	2.33
2 stars	1	16.67	0	0.00	1	2.33
1.5 stars	0	0.00	0	0.00	0	0.00
1 star	0	0.00	0	0.00	0	0.00
Total Number of Rated Contracts	6		5		43	

Performance of Contracts Eligible to Receive Low Income Subsidy (LIS) Auto-assignees

Most contracts with a Star Rating that are eligible to receive LIS auto-assignees (LIS contracts) continue to earn a Star Rating of 3 or more (Table 9). Ten out of 14 LIS contracts (71%) earned a Star Rating of 3 or more.

Table 9: Distribution of Part D Ratings for PDPs Eligible to Receive LIS Auto-assignees

| Part D Rating	2015 Number of LIS Contracts	2015 % of LIS Contracts	2016 Number of LIS Contracts	2016 % of LIS Contracts	2017 Number of LIS Contracts	2017 % of LIS Contracts	2018 Number of LIS Contracts	2018 % of LIS Contracts
5 stars	0	0.00	0	0.00	1	7.14	0	0.00
4.5 stars	1	5.88	0	0.00	0	0.00	0	0.00
4 stars	4	23.53	2	13.33	3	21.43	2	14.29
3.5 stars	8	47.06	4	26.67	2	14.29	6	42.86
3 stars	2	11.76	7	46.67	6	42.86	2	14.29
2.5 stars	1	5.88	2	13.33	2	14.29	2	14.29
2 stars	0	0.00	0	0.00	0	0.00	2	14.29
1.5 stars	1	5.88	0	0.00	0	0.00	0	0.00
1 star	0	0.00	0	0.00	0	0.00	0	0.00
Total Number of Rated Contracts	17	0.00	15	0.00	14	0.00	14	0.00

Geographic Variation

The following six maps illustrate the average Star Ratings weighted by enrollment per county for MA-PDs and PDPs across the U.S., including territories, between 2016 and 2018.[3] These maps exclude the employer group health plans. Counties shaded in green indicate that the enrollment-weighted mean for the overall Star Rating in the county for MA-PDs or Part D Rating for PDPs is 4 or more stars. Similarly, counties shaded in yellow indicate that the mean rating is 3 stars, and areas shaded in orange indicate that the mean rating is less than 3 stars. Areas in gray indicate data are not available for those counties. Among the changes and updates from previous years are:

- Highly rated MA-PDs are available in the vast majority of regions across the country.
- In the period from 2016 through 2018, the number of highly-rated PDPs across the country continues to increase (as evident by the greater percentage of green shaded regions on the maps over time).

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[3] Comparisons of Star Ratings across years do not reflect annual revisions made by CMS to the Star Ratings methodology or measure set.

2018 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties
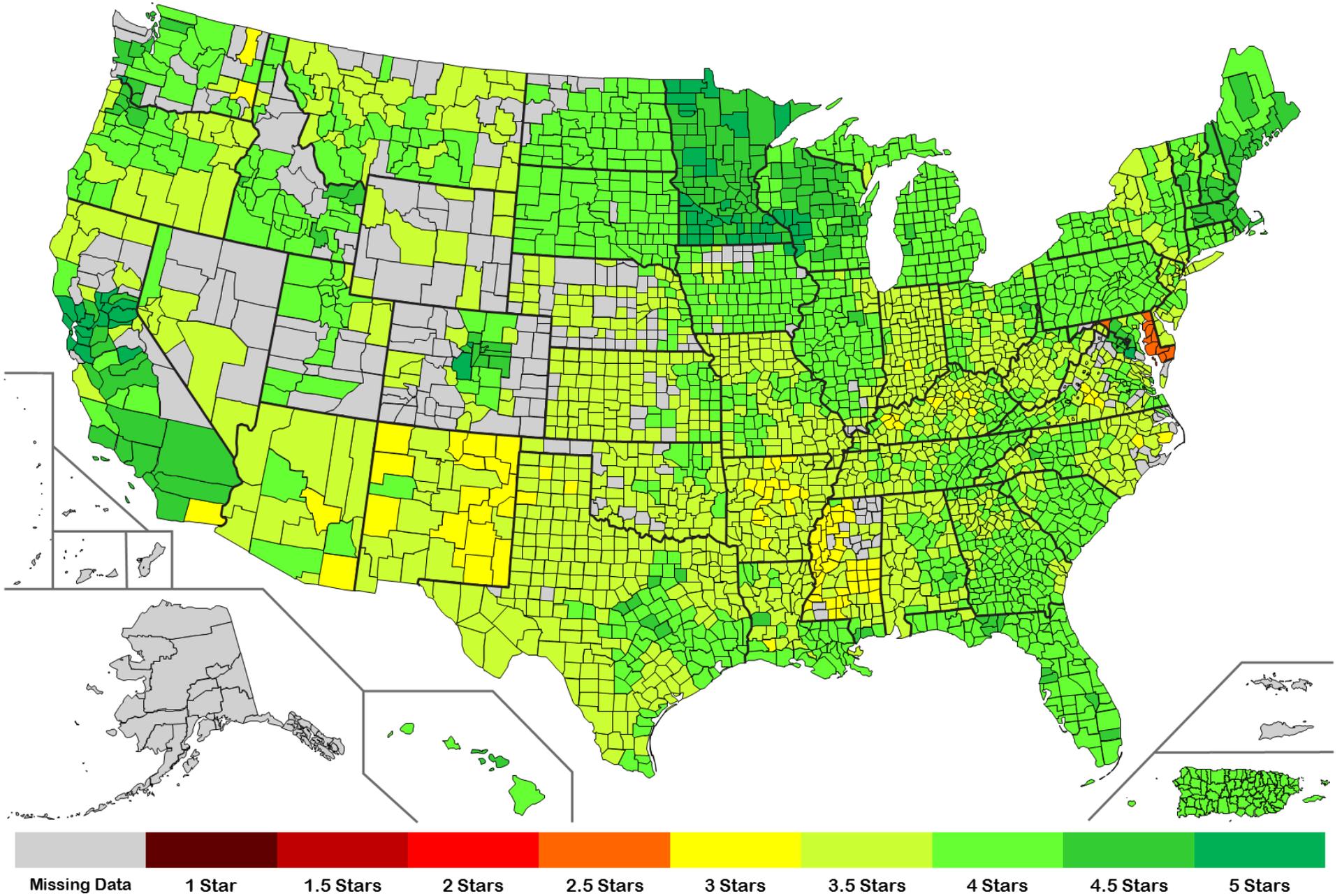
| Missing Data | 1 Star | 1.5 Stars | 2 Stars | 2.5 Stars | 3 Stars | 3.5 Stars | 4 Stars | 4.5 Stars | 5 Stars |

2017 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties

| Missing Data | 1 Star | 1.5 Stars | 2 Stars | 2.5 Stars | 3 Stars | 3.5 Stars | 4 Stars | 4.5 Stars | 5 Stars |

2016 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties

| Missing Data | 1 Star | 1.5 Stars | 2 Stars | 2.5 Stars | 3 Stars | 3.5 Stars | 4 Stars | 4.5 Stars | 5 Stars |

2018 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties

Missing Data	1 Star	1.5 Stars	2 Stars	2.5 Stars	3 Stars	3.5 Stars	4 Stars	4.5 Stars	5 Stars

2017 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties

| Missing Data | 1 Star | 1.5 Stars | 2 Stars | 2.5 Stars | 3 Stars | 3.5 Stars | 4 Stars | 4.5 Stars | 5 Stars |
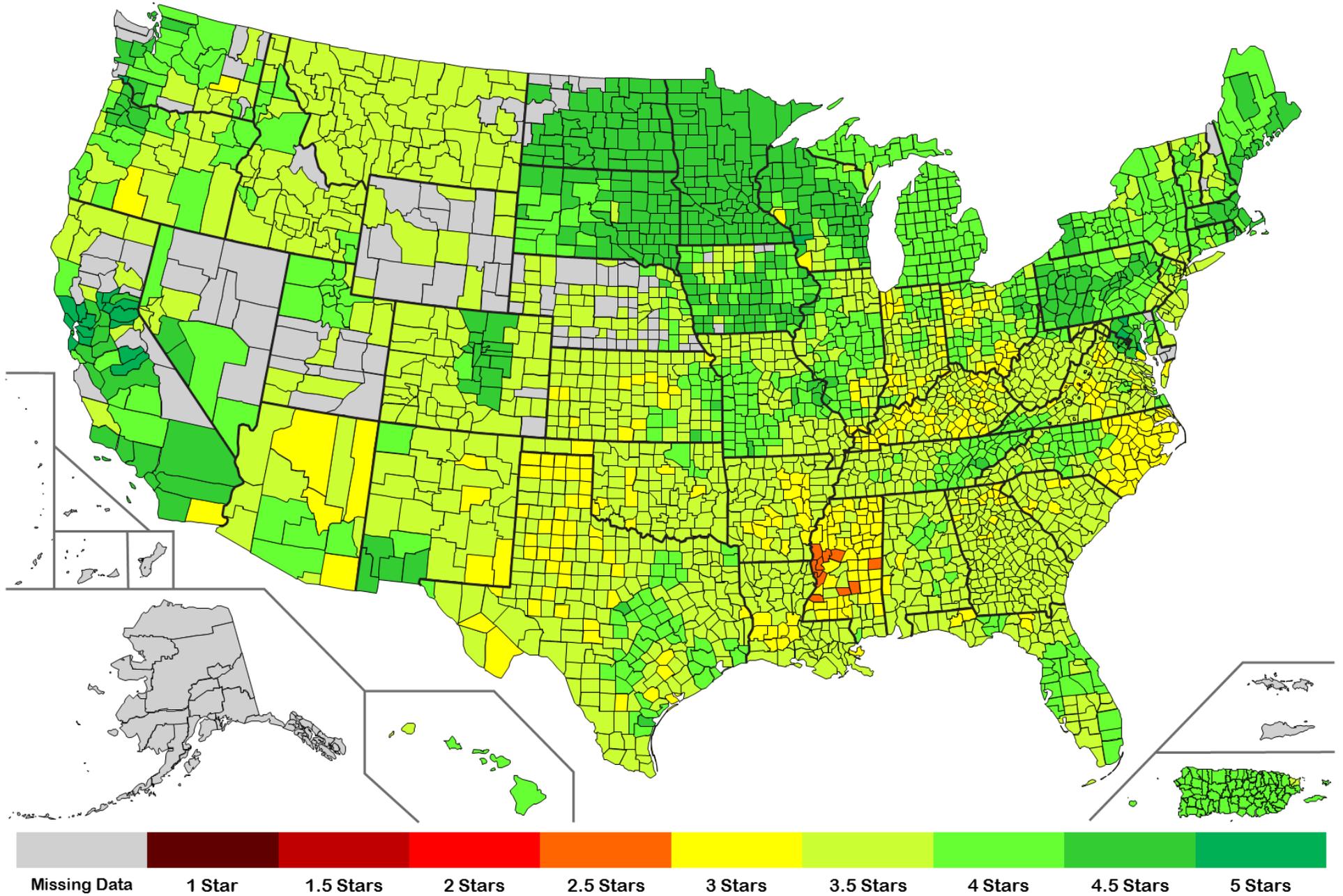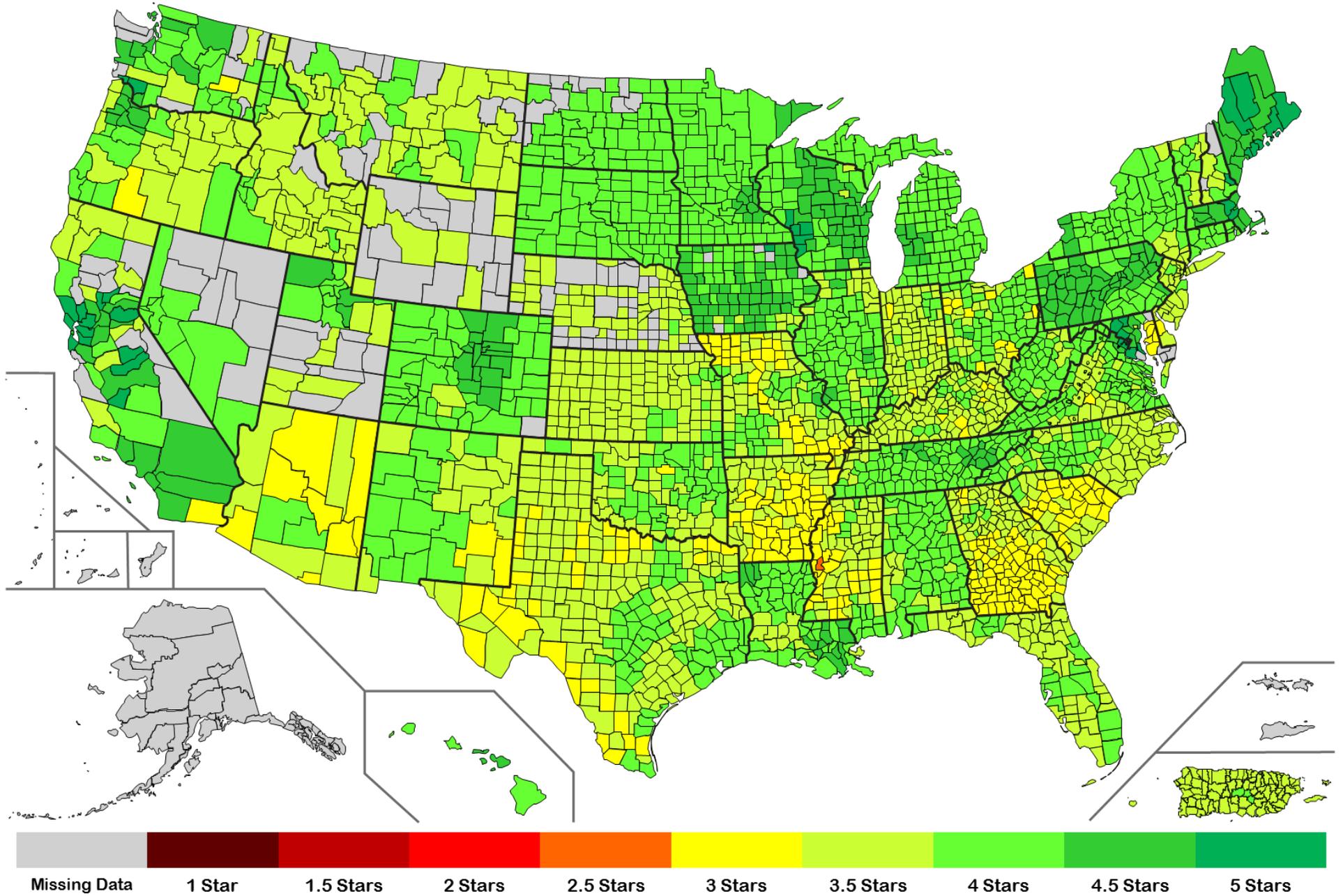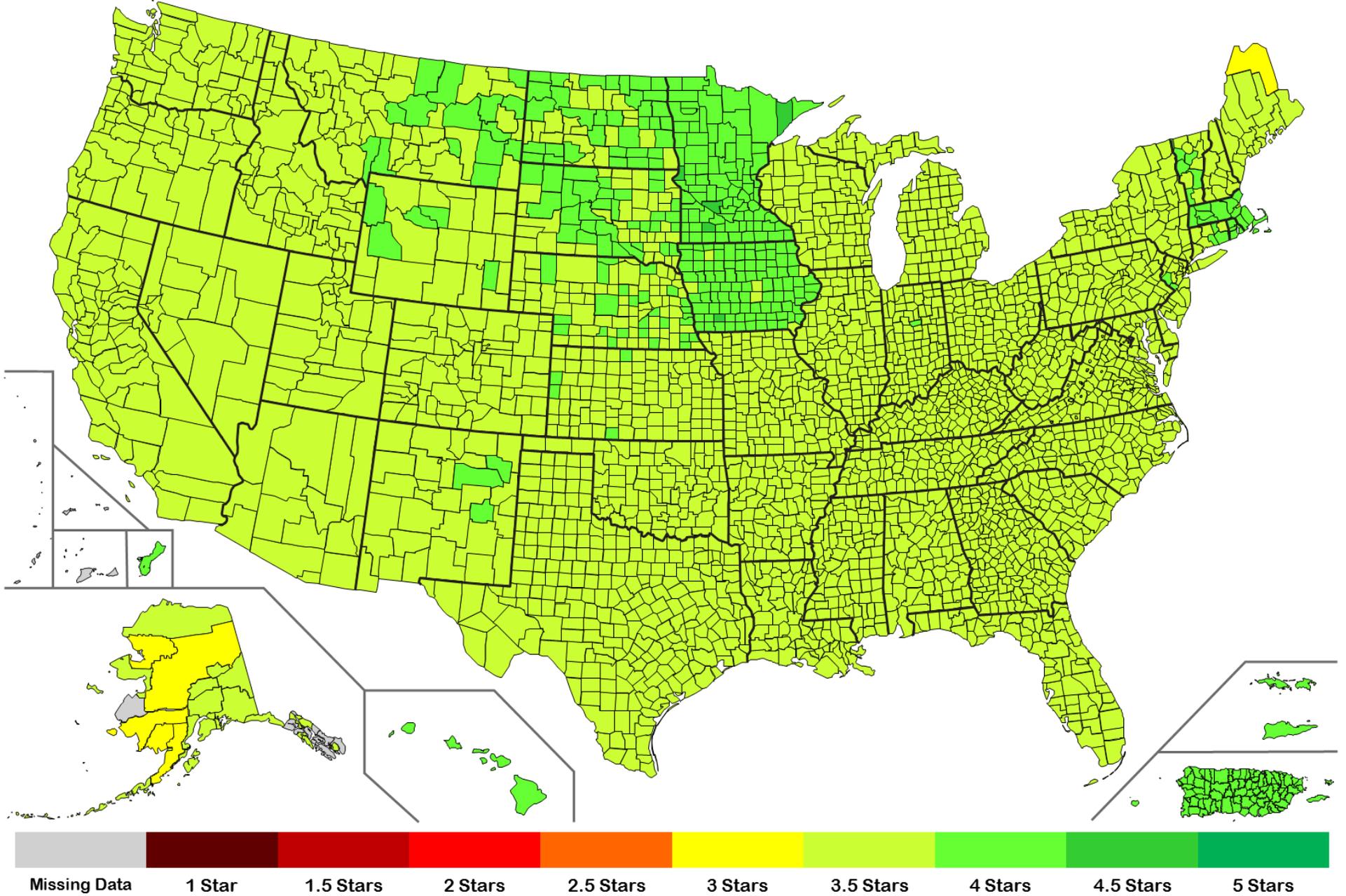
2016 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties

| Missing Data | 1 Star | 1.5 Stars | 2 Stars | 2.5 Stars | 3 Stars | 3.5 Stars | 4 Stars | 4.5 Stars | 5 Stars |
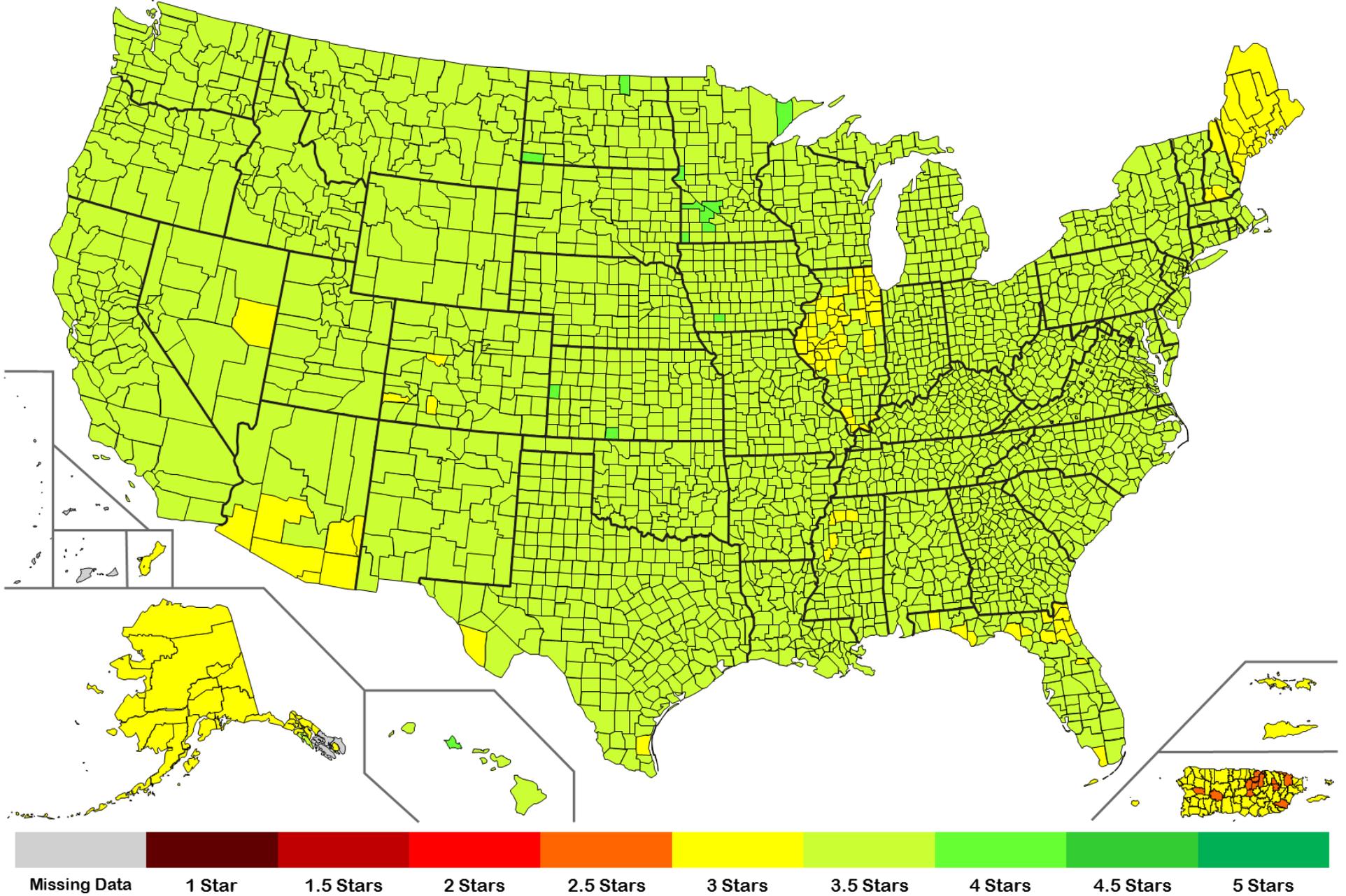
Average Star Rating for Each Measure

Below we list the average Star Ratings for 2015, 2016, 2017, and 2018 Part C and D measures (Tables 10, 11, and 12) using all measure scores for contracts that are publically reported in a given year.[4]

Table 10: Average Star Rating by Part C Measure

2018 Measure Number	Measure	2015 Average Star	2016 Average Star	2017 Average Star	2018 Average Star
C01	Breast Cancer Screening	n/a - not used in 2015	3.6	4.1	3.1
C02	Colorectal Cancer Screening	4.2	3.2	3.2	3.4
C03	Annual Flu Vaccine	3.3	3.3	3.3	3.2
C04	Improving or Maintaining Physical Health	4.6	3.3	2.6	2.9
C05	Improving or Maintaining Mental Health	2.5	3.3	3.6	3.7
C06	Monitoring Physical Activity	2.2	2.9	2.9	2.9
C07	Adult BMI Assessment	3.8	4.1	4.4	4.1
C08	Special Needs Plan (SNP) Care Management	2.7	2.5	3.0	3.2
C09	Care for Older Adults – Medication Review	3.9	4.3	4.4	4.1
C10	Care for Older Adults – Functional Status Assessment	3.4	3.9	4.0	4.0
C11	Care for Older Adults – Pain Assessment	4.0	4.1	4.5	4.4
C12	Osteoporosis Management in Women who had a Fracture	2.1	2.5	2.7	2.6
C13	Diabetes Care – Eye Exam	3.7	3.1	3.4	3.6
C14	Diabetes Care – Kidney Disease Monitoring	4.2	3.3	3.6	3.7
C15	Diabetes Care – Blood Sugar Controlled	3.3	3.9	3.7	4.2
C16	Controlling Blood Pressure	3.7	3.4	4.0	3.2
C17	Rheumatoid Arthritis Management	3.5	3.2	3.9	3.4
C18	Reducing the Risk of Falling	3.3	2.7	2.4	2.5
C19	Improving Bladder Control	1.9	n/a – revised in 2018	n/a – revised in 2018	3.2
C20	Medication Reconciliation Post-Discharge	n/a – new in 2018	n/a – new in 2018	n/a – new in 2018	3.4
C21	Plan All-Cause Readmissions	3.0	3.3	3.3	3.3
C22	Getting Needed Care	3.4	3.5	3.3	3.4
C23	Getting Appointments and Care Quickly	3.5	3.4	3.3	3.3
C24	Customer Service	3.5	3.5	3.3	3.4
C25	Rating of Health Care Quality	3.7	3.4	3.4	3.4
C26	Rating of Health Plan	3.4	3.3	3.2	3.2
C27	Care Coordination	3.4	3.4	3.4	3.3
C28	Complaints about the Health Plan	4.2	3.9	4.6	4.3
C29	Members Choosing to Leave the Plan	4.3	4.2	4.3	4.0
C30	Beneficiary Access and Performance Problems	n/a - not used in 2015	4.2	4.2	4.1
C31	Health Plan Quality Improvement	3.5	3.4	3.1	3.6
C32	Plan Makes Timely Decisions about Appeals	4.2	4.1	4.0	4.0
C33	Reviewing Appeals Decisions	3.7	3.6	4.0	4.0
C34	Call Center – Foreign Language Interpreter and TTY Availability	n/a - not used in 2015	4.3	4.2	4.5

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[4] Changes in the average (mean) measure-level Star Rating do not always reflect changes in performance since for some measures there have been significant changes in industry performance and shifts in the distribution of scores. Some measures may have greater shifts from 2016 to 2017 compared to other time periods due to the revisions to the methodology used to determine the ratings.

Table 11: Average Star Rating by Part D Measure for MA-PDs

2018 Measure Number	Measure	2015 MA-PD Average Star	2016 MA-PD Average Star	2017 MA-PD Average Star	2018 MA-PD Average Star
D01	Call Center – Foreign Language Interpreter and TTY Availability	n/a – not used in 2015	4.2	4.3	4.5
D02	Appeals Auto–Forward	3.6	4.5	3.9	4.8
D03	Appeals Upheld	3.7	3.3	2.9	3.9
D04	Complaints about the Drug Plan	4.2	3.9	4.6	4.3
D05	Members Choosing to Leave the Plan	4.3	4.2	4.3	3.9
D06	Beneficiary Access and Performance Problems	n/a – not used in 2015	4.2	4.1	4.1
D07	Drug Plan Quality Improvement	4.1	3.8	3.6	3.7
D08	Rating of Drug Plan	3.5	3.3	3.3	3.2
D09	Getting Needed Prescription Drugs	3.4	3.4	3.6	3.4
D10	MPF Price Accuracy	4.6	3.5	4.7	4.7
D11	Medication Adherence for Diabetes Medications	3.5	3.9	3.5	3.3
D12	Medication Adherence for Hypertension (RAS antagonists)	3.1	4.1	4.0	3.7
D13	Medication Adherence for Cholesterol (Statins)	3.3	4.0	3.5	3.3
D14	MTM Program Completion Rate for CMR	n/a – new in 2016	2.3	2.5	3.5

Table 12: Average Star Rating by Part D Measure for PDPs

2018 Measure Number	Measure	2015 PDP Average Star	2016 PDP Average Star	2017 PDP Average Star	2018 PDP Average Star
D01	Call Center – Foreign Language Interpreter and TTY Availability	n/a – not used in 2015	4.0	3.6	3.9
D02	Appeals Auto–Forward	2.5	4.1	4.1	4.4
D03	Appeals Upheld	3.9	3.1	3.3	3.5
D04	Complaints about the Drug Plan	4.3	3.5	4.3	4.2
D05	Members Choosing to Leave the Plan	3.7	3.6	4.4	3.6
D06	Beneficiary Access and Performance Problems	n/a – not used in 2015	3.9	4.4	4.5
D07	Drug Plan Quality Improvement	4.2	3.8	3.8	3.9
D08	Rating of Drug Plan	3.9	3.2	3.4	3.4
D09	Getting Needed Prescription Drugs	3.8	3.6	3.6	3.4
D10	MPF Price Accuracy	4.7	4.7	4.8	4.6
D11	Medication Adherence for Diabetes Medications	3.0	2.7	3.3	3.2
D12	Medication Adherence for Hypertension (RAS antagonists)	3.8	3.6	3.7	3.2
D13	Medication Adherence for Cholesterol (Statins)	4.2	3.5	3.6	3.3
D14	MTM Program Completion Rate for CMR	n/a – new in 2016	2.3	2.8	2.8