CMS Historical Cut Points Annual Flu Vaccine Breast Cancer Screening Colorectal Cancer Screening 76 · 70 -65 · 72 -55 · 50 -66 -Improving or Maintaining Mental Health Improving or Maintaining Physical Health Monitoring Physical Activity 82 -75 · 50 -74 -45 -72 -Special Needs Plan (SNP) Care Management Adult BMI Assessment Care for Older Adults - Medication Review 70 -50 -Osteoporosis Management in Women who had a Fracture Care for Older Adults - Functional Status Assessment Care for Older Adults - Pain Assessment Diabetes Care – Eye Exam Diabetes Care - Kidney Disease Monitoring Diabetes Care - Blood Sugar Controlled 95.0 92.5 90.0 87.5 85.0 82.5 80.0 Reducing the Risk of Falling Controlling Blood Pressure Rheumatoid Arthritis Management Medication Reconciliation Post-Discharge Improving Bladder Control Plan All-Cause Readmissions 12.00 -52.5 11.75 -50.0 70 -11.50 47.5 11.25 -45.0 11.00 -50 -42.5 10.75 -10.50 40.0 10.25 37.5 -20 -10.00 Getting Needed Care Getting Appointments and Care Quickly Statin Therapy for Patients with Cardiovascular Disease 85.0 -82.5 -80.0 -77.5 75.0 · 72.5 72 -70.0 **Customer Service** Rating of Health Care Quality Rating of Health Plan Care Coordination Members Choosing to Leave the Plan Complaints about the Health Plan 18 -20 -Beneficiary Access and Performance Problems Health Plan Quality Improvement Plan Makes Timely Decisions about Appeals 0.3 0.1 Reviewing Appeals Decisions Call Center - Foreign Language Interpreter and TTY Availability 90 -0.6 75 · 0.4

0.2 -

0.2

0.4

0.8