Fact Sheet - 2020 Part C and D Star Ratings

Note: The information included in this Fact Sheet is based on the 2020 Star Ratings published on the Medicare Plan Finder on October 9, 2019. For details on the Medicare Advantage (MA) and Part D Star Ratings, please refer to the 2020 Part C & D Star Ratings Technical Notes available at http://go.cms.gov/partcanddstarratings.

Introduction

The Centers for Medicare & Medicaid Services (CMS) publishes the Medicare Part C and D Star Ratings each year to measure the quality of health and drug services received by beneficiaries enrolled in Medicare Advantage (MA) and Prescription Drug Plans (PDPs or Part D plans). The Star Ratings also reflect the experiences of beneficiaries and assist beneficiaries in finding the best plan for them. The Star Ratings support CMS's efforts to put the patient first in all of our programs. As part of this effort, patients should be empowered to work with their health care providers to make health care decisions that are best for them. An important component of this effort is to provide Medicare beneficiaries and their family members with meaningful information about quality and cost to assist them in being informed and active health care consumers.

Highlights of Contract Performance in 2020 Star Ratings[1]

Medicare Advantage with prescription drug coverage (MA-PD) contracts are rated on up to 45 unique quality and performance measures; MA-only contracts (without prescription drug coverage) are rated on up to 33 measures; and stand-alone PDP contracts are rated on up to 14 measures. Each year, CMS conducts a comprehensive review of the measures that make up the Star Ratings by assessing the reliability of the data, clinical recommendations, and feedback received from stakeholders. There are no new measures introduced for 2020 Star Ratings. CMS expanded the adjusted measure set included in the Categorical Adjustment Index, which was first implemented in 2017 to address the within-contract disparity in performance associated with a contract's percentages of beneficiaries with low income subsidy, dual eligibility, and disability. This expansion reflects CMS's commitment to continue to ensure we are reflecting differences in performance, rather than differences in the populations being served across contracts.

Rating Distribution

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) from 2017 to 2020.

- Approximately 52 percent of MA-PDs (210 contracts) that will be offered in 2020 earned 4 stars or higher for their 2020 overall rating.
- Weighted by enrollment, approximately 81 percent of MA-PD enrollees are currently in contracts that will have 4 or more stars in 2020.

[1] Percentages in the Tables may not sum to 100 due to rounding.

Table 1: 2017 - 2020 Overall Star Rating Distribution for MA-PD Contracts

Overall Rating	2017 Number of Contracts	2017 %	2017 Weighted by Enrollment	2018 Number of Contracts	2018 %	2018 Weighted by Enrollment	2019 Number of Contracts	2019 %	2019 Weighted by Enrollment	2020 Number of Contracts	2020 %	2020 Weighted by Enrollment
5 stars	14	3.86	9.81	16	4.16	11.17	14	3.72	8.93	20	4.99	10.96
4.5 stars	70	19.28	24.45	58	15.06	23.52	64	17.02	26.35	72	17.96	31.41
4 stars	96	26.45	34.90	97	25.19	38.19	94	25.00	40.08	118	29.43	38.82
3.5 stars	109	30.03	22.06	139	36.10	22.45	124	32.98	17.41	131	32.67	15.82
3 stars	65	17.91	8.17	61	15.84	4.20	66	17.55	7.00	55	13.72	2.93
2.5 stars	9	2.48	0.62	12	3.12	0.46	14	3.72	0.23	4	1.00	0.05
2 stars	0	0.00	0.00	2	0.52	0.02	0	0.00	0.00	1	0.25	0.02
Total Rated Contracts	363	100		385	100		376	100		401	100	
Not enough data available	93			84			94			108		
Plan too new to be measured	73			84			116			159		
Average Star Rating*	**4.02**			**4.07**			**4.06**			**4.16**		

** 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 PDPs from 2017 to 2020.

- Approximately 30 percent of PDPs (16 contracts) that will be active in 2020 received 4 or more stars for their 2020 Part D Rating.
- Weighted by enrollment, about 28 percent of PDP enrollees are in contracts with 4 or more stars. Another 42 percent of PDP enrollees are in 3.5 star contracts.

Table 2: 2017 - 2020 Part D Rating Distribution for PDPs

Overall Rating	2017 Number of Contracts	2017 %	2017 Weighted by Enrollment	2018 Number of Contracts	2018 %	2018 Weighted by Enrollment	2019 Number of Contracts	2019 %	2019 Weighted by Enrollment	2020 Number of Contracts	2020 %	2020 Weighted by Enrollment
5 stars	6	10.91	2.28	7	12.96	2.03	4	7.69	1.92	2	3.70	0.76
4.5 stars	8	14.55	0.65	5	9.26	0.28	5	9.62	0.69	7	12.96	1.78
4 stars	13	23.64	37.74	16	29.63	45.03	7	13.46	0.83	7	12.96	25.04
3.5 stars	16	29.09	25.55	17	31.48	36.39	15	28.85	68.61	21	38.89	42.12
3 stars	9	16.36	31.84	5	9.26	8.00	16	30.77	21.77	14	25.93	29.45
2.5 stars	3	5.45	1.94	2	3.70	4.60	2	3.85	0.37	3	5.56	0.84
2 stars	0	0.00	0.00	2	3.70	3.66	2	3.85	5.45	0	0.00	0.00
1.5 stars	0	0.00	0.00	0	0.00	0.00	1	1.92	0.35	0	0.00	0.00
Total Number of Contracts	55	100		54	100		52	100		54	100	
Not enough data available	5			6			7					
Plan too new to be measured	4			3			4					
Average Star Rating*	**3.55**			**3.62**			**3.34**			**3.50**		

** The average Star Rating is weighted by enrollment.*

5-Star Contracts

A total of 23 contracts are highlighted on the Medicare Plan Finder with a high performing indicator indicating they earned 5 stars; 20 are MA-PD contracts (Table 3), one is an MA-only contract (Table 4), and two are PDPs (Table 5).

For 2020, nine contracts will receive the high performing indicator that did not receive it in 2019. All nine new 5-star contracts are MA-PDs. The contracts receiving the high performing indicator in 2020 that did not receive it in 2019 are highlighted in Table 3, 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 2020 High Performing Indicator

Contract	Contract Name	Parent Organization	Enrolled 10/2019	Non-EGHP Service Area	EGHP Service Area	5 Star Last Year	SNP
H0332	Ks Plan Administrators, Llc	Kelsey-Seybold Medical Group, PLLC	34,967	13 counties in TX	242 counties in TX	Yes	No
H0524	Kaiser Foundation Hp, Inc.	Kaiser Foundation Health Plan, Inc.	1,209,041	32 counties in CA	Not applicable	Yes	Yes
H0630	*Kaiser Foundation Hp Of Co*	*Kaiser Foundation Health Plan, Inc.*	*112,216*	*14 counties in CO*	*Not applicable*	*No*	*Yes*
H1019	Careplus Health Plans, Inc.	Humana Inc.	138,591	18 counties in FL	Not applicable	Yes	Yes
H1035	Florida Blue Medicare, Inc.	Guidewell Mutual Holding Corporation	67,907	31 counties in FL	36 counties in FL	Yes	Yes
H1170	*Kaiser Foundation Hp Of Ga, Inc.*	*Kaiser Foundation Health Plan, Inc.*	*30,539*	*12 counties in GA*	*9 counties in GA*	*No*	*Yes*
H1230	Kaiser Foundation Hp, Inc.	Kaiser Foundation Health Plan, Inc.	32,478	3 counties in HI	Not applicable	Yes	Yes
H1365	*Martin's Point Generations Advantage, Inc.*	*Martin's Point Health Care, Inc.*	*1,725*	*16 counties in ME, 10 counties in NH*	*Not applicable*	*No*	*No*
H1537	*Care Improvement Plus South Central Insurance Co*	*UnitedHealth Group, Inc.*	*2,130*	*1 county in NY*	*Most of the U.S.*	*No*	*No*
H2150	Kaiser Fndn Hp Of The Mid-atlantic Sts	Kaiser Foundation Health Plan, Inc.	26,798	3 counties in MD, 9 counties in VA	Not applicable	Yes	No
H2172	Kaiser Fdtn Hlth Plan Of The Mid-Atlantic States	Kaiser Foundation Health Plan, Inc.	53,690	D.C., 11 counties in MD, 9 counties in VA	Not applicable	Yes	No
H2256	Tufts Associated Health Maintenance Organization	Tufts Health Plan, Inc	102,203	10 counties in MA	Not applicable	Yes	Yes
H2462	*Group Health Plan, Inc. (mn)*	*HealthPartners, Inc.*	*5,913*	*21 counties in MN, 14 counties in ND, 11 counties in SD, 7 counties in WI*	*1 county in WI*	*No*	*No*
H3597	*Aetna Health Inc. (me)*	*CVS Health Corporation*	*8,943*	*16 counties in ME*	*Most of the U.S.*	*No*	*No*
H4590	*Unitedhealthcare Benefits Of Texas, Inc.*	*UnitedHealth Group, Inc.*	*256,417*	*53 counties in TX*	*Not applicable*	*No*	*Yes*
H5050	*Kaiser Foundation Health Plan Of Washington*	*Kaiser Foundation Health Plan, Inc.*	*95,642*	*12 counties in WA*	*Not applicable*	*No*	*No*
H5262	*Quartz Health Plan Corporation*	*University of Wisconsin Hospitals and Clincs Autho*	*16,772*	*5 counties in IA, 1 county in IL, 14 counties in WI*	*Not applicable*	*No*	*No*
H5410	Healthspring Of Florida	CIGNA	48,112	17 counties in FL	50 counties in FL	Yes	Yes
H5431	Healthsun Health Plans, Inc.	Anthem Inc.	48,646	3 counties in FL	Not applicable	Yes	No
H9834	Quartz Health Plan Mn Corporation	University of Wisconsin Hospitals and Clincs Autho	1,772	3 counties in MN	Not applicable	Yes	No

Table 4: MA-only Contract Receiving the 2020 High Performing Indicator[2]

Contract	Contract Name	Parent Organization	Enrolled 10/2019	EGHP Service Area	Non-EGHP Service Area	5 Star Last Year
H1651	Medical Associates Health Plan, Inc.	Medical Associates Clinic, P.C.	12,573	Not applicable	68 counties in IA, 2 counties in IL, 49 counties in NE	Yes

Table 5: PDP Contracts Receiving the 2020 High Performing Indicator

Contract	Contract Name	Parent Organization	Enrolled 10/2019	EGHP Service Area	Non-EGHP Service Area	5 Star Last Year
S2893	Anthem Insurance Co. & Bcbsma & Bcbsri & Bcbsvt	Anthem Insurance Co. & BCBSMA & BCBSRI & BCBSVT	185,328	29 regions	Not applicable	Yes
S3521	Excellus Health Plan, Inc.	Lifetime Healthcare, Inc.	8,104	30 regions	Not applicable	Yes

[2] MA-only contracts cannot offer SNPs.

Consistently Low Performers

There are five contracts identified on the Medicare Plan Finder with a low performance warning for consistently low quality ratings as detailed in Table 6. These contracts are receiving the warning for Part C and/or Part D summary ratings of 2.5 or fewer stars from at least 2018 through 2020.

Table 6: 2020 Contracts with a Low Performance Warning

Contract	Contract Name	Parent Organization	Reason for Low Performance Warning	Enrolled 10/2019	SNP
H2773	Quality Health Plans Of New York, Inc.	QHP Financial Group, Inc.	Part C	2,945	Yes
H3071	Community Care Alliance Of Illinois, Nfp	Delaware Life Insurance Company	Part C or D	4,538	No
H6988	Centers Plan For Healthy Living, Llc	Centers Plan for Healthy Living, LLC	Part D	1,203	Yes
H7680	Prominence Healthfirst Of Texas	Universal Health Services, Inc.	Part C or D	1,206	No
S4607	Merit Health Insurance Company	Magellan Health, Inc.	Part D	63,495	No

Length of Time in Program and Performance

Overall, higher Star Ratings are associated with contracts that have more experience in the MA program. For PDPs, the correlation between amount of experience and Star Ratings is not as strong. 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

2020 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	1	1.28	3	4.00	16	6.45
4.5 stars	9	11.54	6	8.00	57	22.98
4 stars	15	19.23	20	26.67	83	33.47
3.5 stars	31	39.74	26	34.67	74	29.84
3 stars	19	24.36	18	24.00	18	7.26
2.5 stars	3	3.85	1	1.33	0	0.00
Total Number of Contracts	78		75		248	

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

2020 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	0	0.00	0	0.00	2	4.55
4.5 stars	1	20.00	2	40.00	4	9.09
4 stars	1	20.00	0	0.00	6	13.64
3.5 stars	0	0.00	1	20.00	20	45.45
3 stars	1	20.00	2	40.00	11	25.00
2.5 stars	2	40.00	0	0.00	1	2.27
Total Number of Contracts	5		5		44	

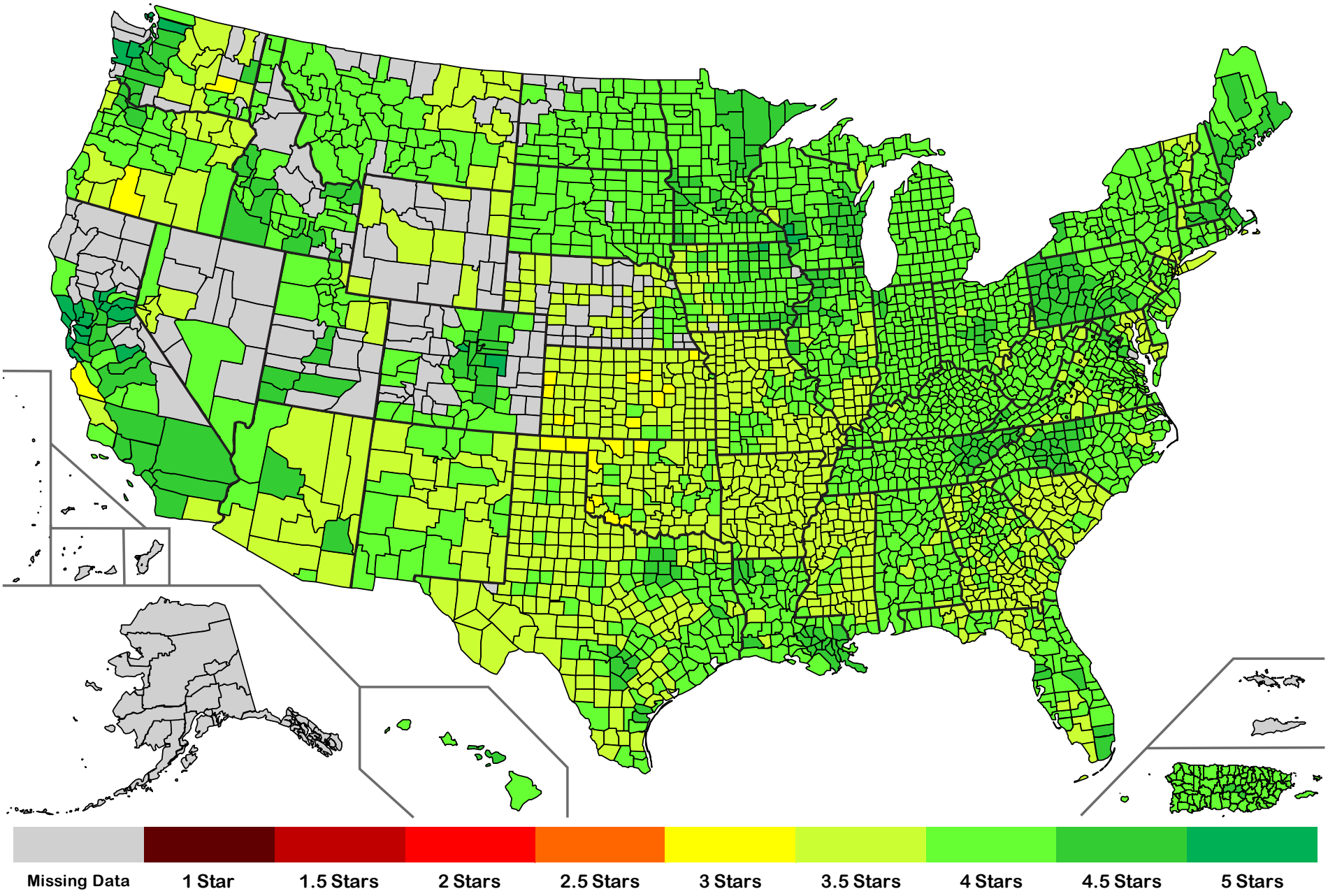
Geographic Variation

The following eight maps illustrate the average Star Ratings from 2017 to 2020 weighted by enrollment per county for MA-PDs and PDPs across the U.S., including territories.[3] These maps exclude EGHPs. 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 enrollment-weighted mean rating is 3 stars, and areas shaded in orange indicate that the enrollment-weighted 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:

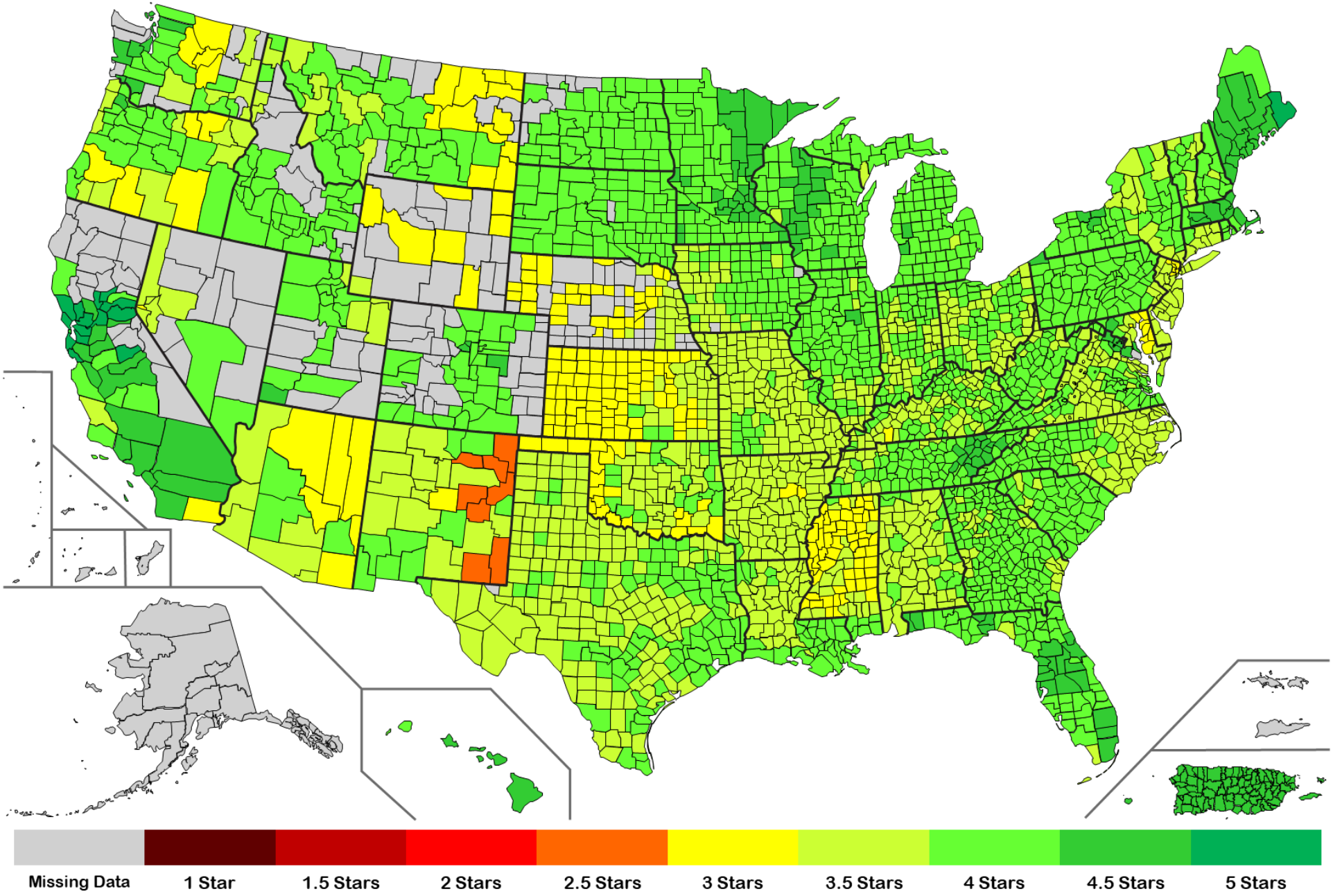
- Highly rated [4 stars or greater] MA-PDs continue to be available in the vast majority of regions across the country.
- In the period from 2017 through 2020, the number of highly-rated PDPs across the country generally increased (evidenced by the greater percentage of green shaded regions on the maps over time). Between 2019 and 2020, there was a small increase in the enrollment-weighted mean rating in some counties. Please note that no new measures were added to the Star Ratings program from 2019 to 2020.

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

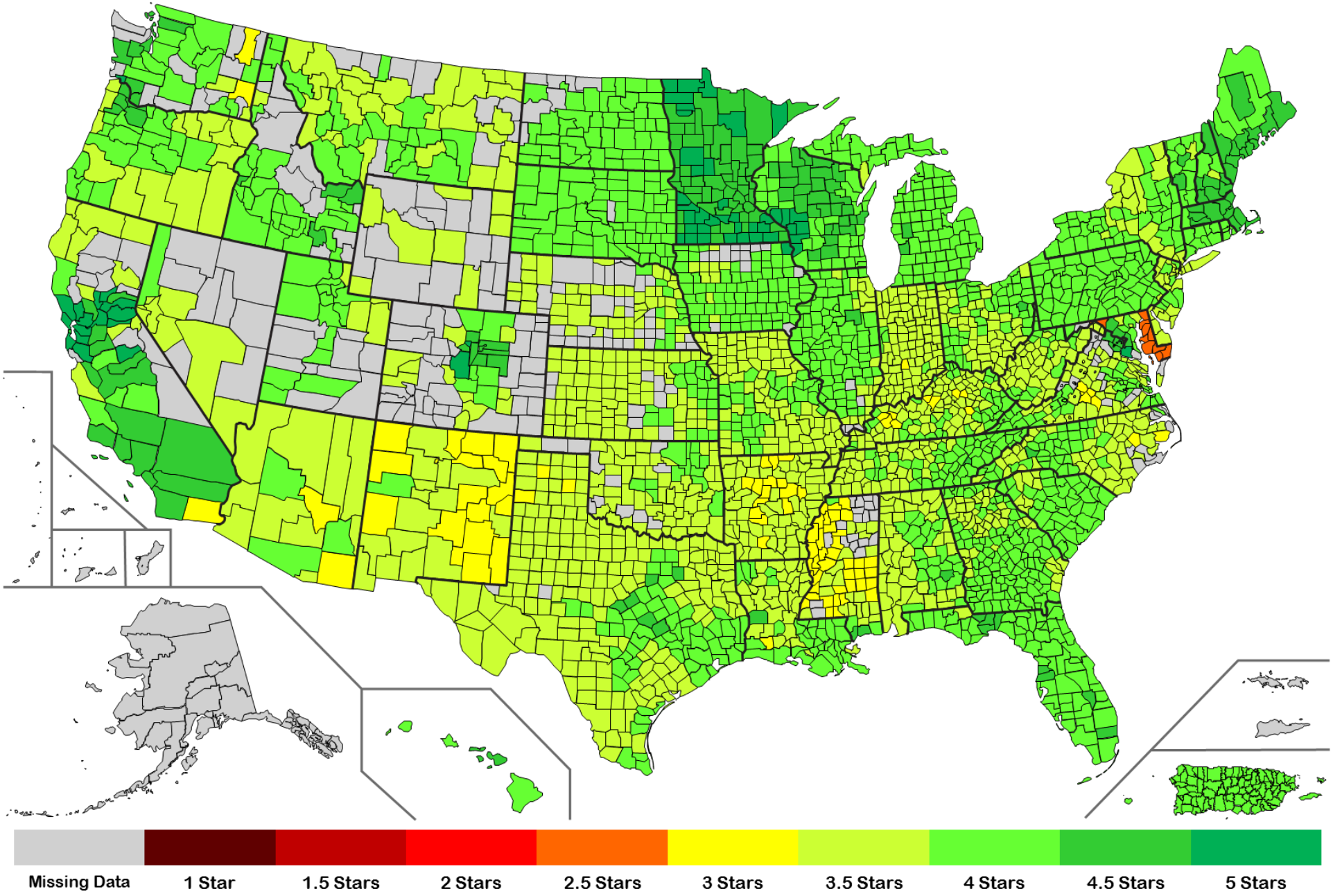
2020 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties



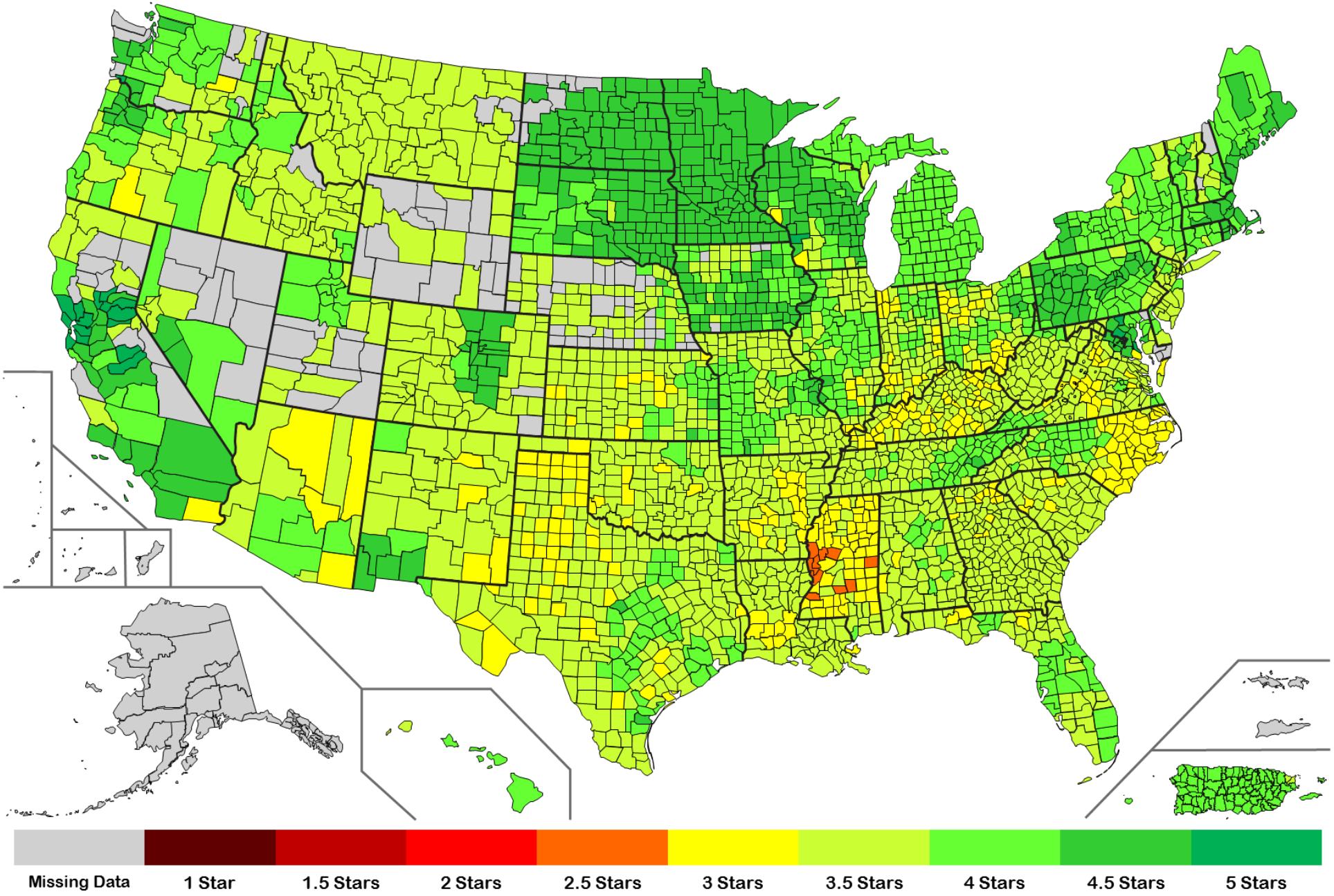
2019 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties



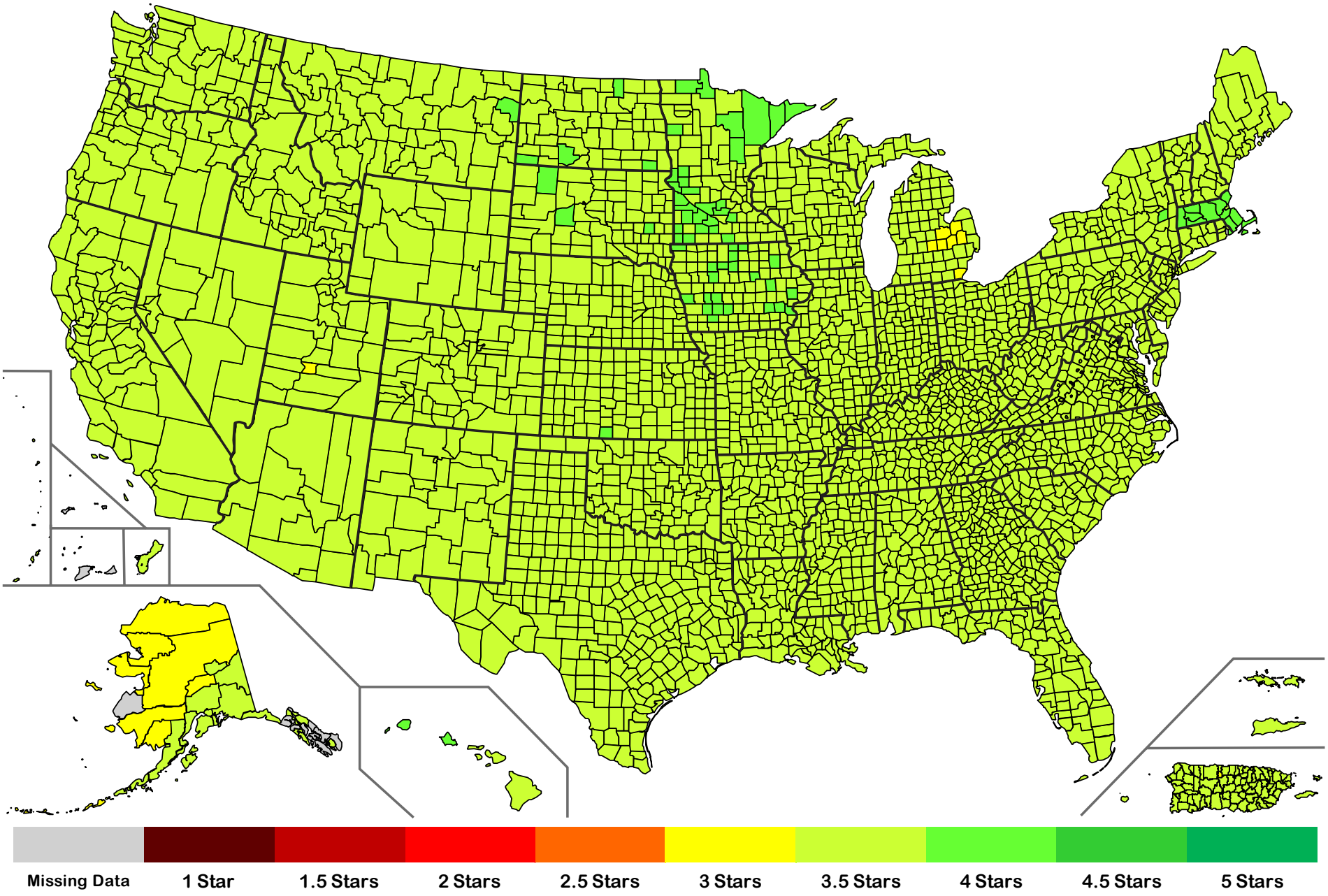
2018 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties



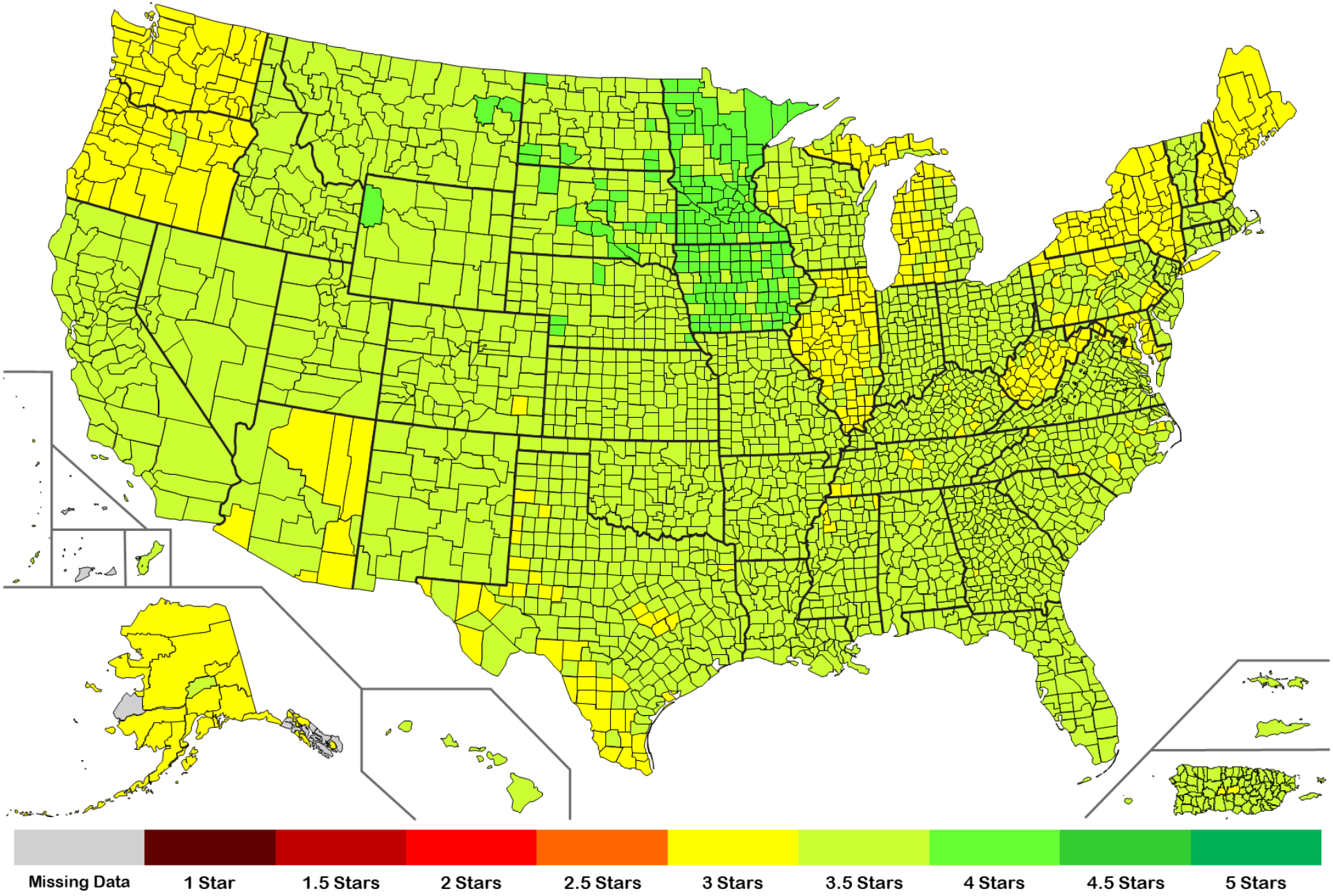
2017 Star Ratings - Enrollment Weighted Average MA-PD Overall Rating in Non-EGHP Counties



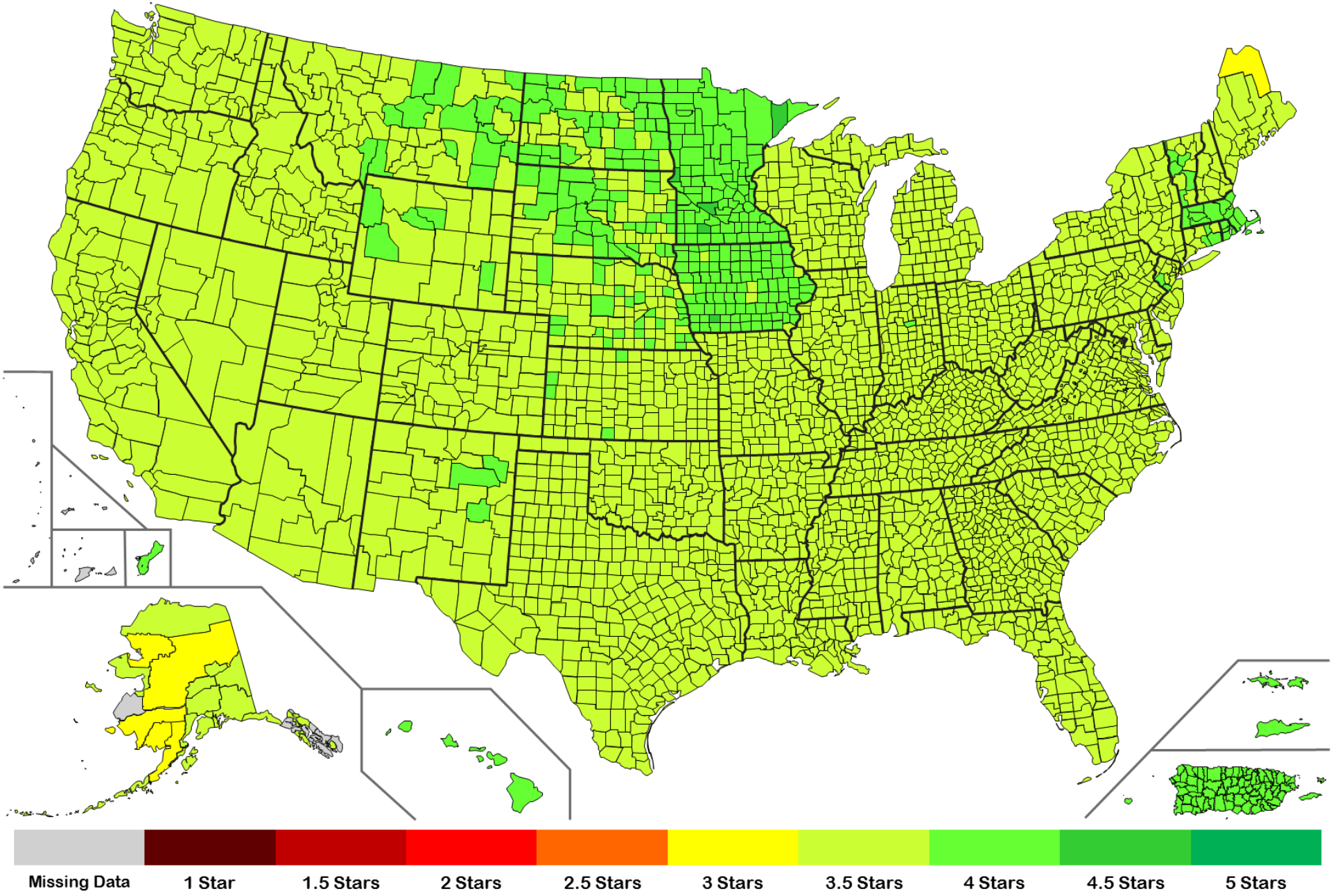
2020 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties



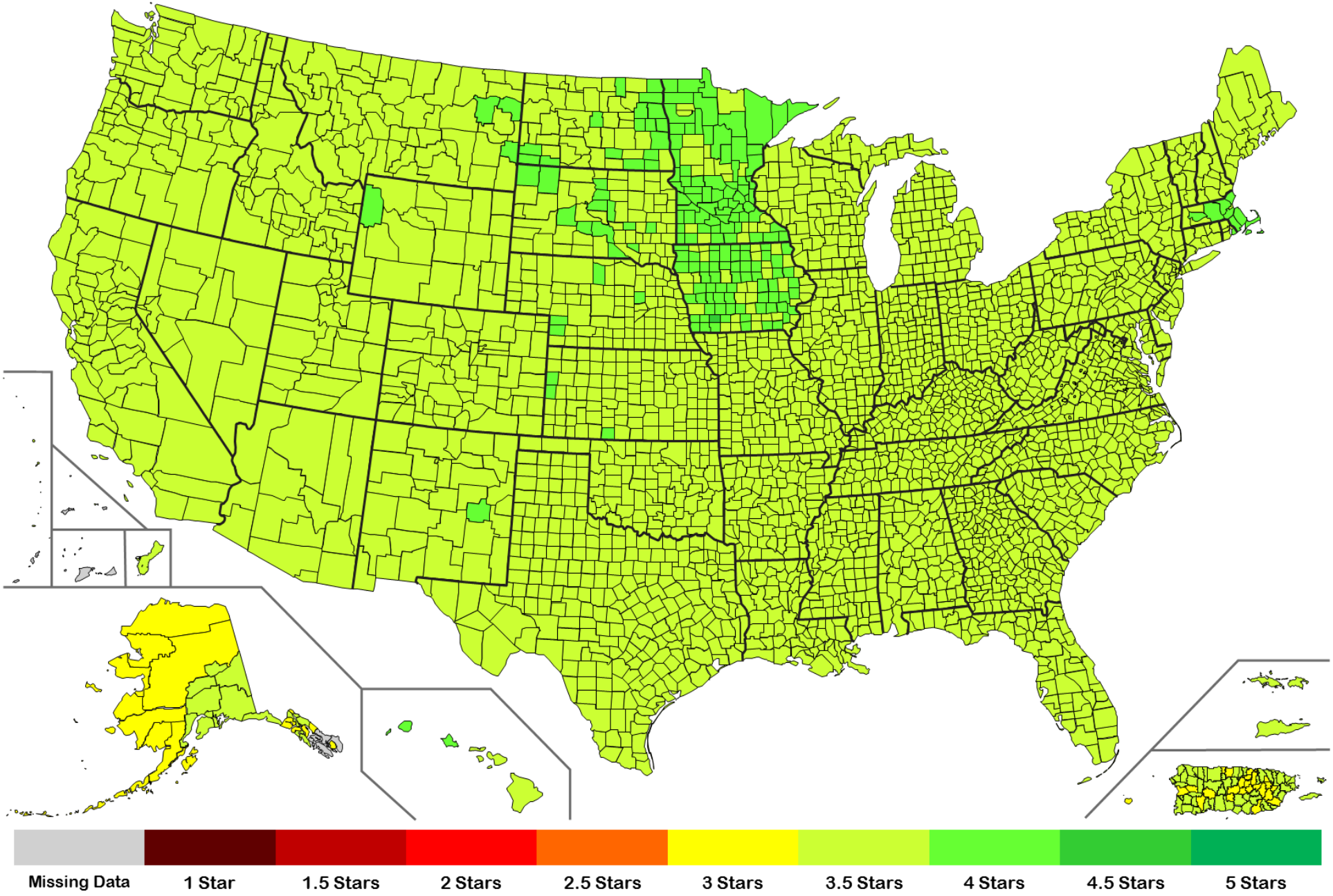
2019 Star Ratings - Enrollment Weighted Average PDP Part D Rating in Non-EGHP Counties



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



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



Average Star Rating for Each Measure

Below we list the average Star Ratings for 2017, 2018, 2019, and 2020 Part C and D measures (Tables 9, 10 and 11) using all measure scores for contracts that are publically reported in a given year.[4]

Table 9: Average Star Rating by Part C Measure

2020 Measure Number	Measure	2017 Average Star	2018 Average Star	2019 Average Star	2020 Average Star
C01	Breast Cancer Screening	4.1	3.1	3.4	3.5
C02	Colorectal Cancer Screening	3.2	3.4	3.8	3.8
C03	Annual Flu Vaccine	3.3	3.2	3.2	3.2
C04	Improving or Maintaining Physical Health	2.6	2.9	3.0	3.2
C05	Improving or Maintaining Mental Health	3.6	3.7	3.3	3.9
C06	Monitoring Physical Activity	2.9	2.9	2.8	3.2
C07	Adult BMI Assessment	4.4	4.1	4.5	4.2
C08	Special Needs Plan (SNP) Care Management	3.0	3.2	3.2	3.1
C09	Care for Older Adults – Medication Review	4.4	4.1	4.4	4.3
C10	Care for Older Adults – Functional Status Assessment	4.0	4.0	4.2	4.0
C11	Care for Older Adults – Pain Assessment	4.5	4.4	4.1	4.4
C12	Osteoporosis Management in Women who had a Fracture	2.7	2.6	2.7	3.1
C13	Diabetes Care – Eye Exam	3.4	3.6	3.8	3.8
C14	Diabetes Care – Kidney Disease Monitoring	3.6	3.7	4.2	4.1
C15	Diabetes Care – Blood Sugar Controlled	3.7	4.2	3.8	4.2
C16	Rheumatoid Arthritis Management	3.9	3.4	3.0	3.6
C17	Reducing the Risk of Falling	2.4	2.5	3.0	2.5
C18	Improving Bladder Control	n/a – new in 2018	3.2	3.1	3.2
C19	Medication Reconciliation Post-Discharge	n/a – new in 2018	3.4	3.0	3.0
C20	Plan All-Cause Readmissions	3.3	3.3	3.1	2.8
C21	Statin Therapy for Patients with Cardiovascular Disease	n/a – new in 2019	n/a – new in 2019	3.3	3.1
C22	Getting Needed Care	3.3	3.4	3.3	3.3
C23	Getting Appointments and Care Quickly	3.3	3.3	3.4	3.4
C24	Customer Service	3.3	3.4	3.4	3.5
C25	Rating of Health Care Quality	3.4	3.4	3.3	3.3
C26	Rating of Health Plan	3.2	3.2	3.3	3.2
C27	Care Coordination	3.4	3.3	3.4	3.4
C28	Complaints about the Health Plan	4.6	4.3	4.1	4.9
C29	Members Choosing to Leave the Plan	4.3	4.0	3.9	3.9
C30	Health Plan Quality Improvement	3.1	3.6	3.5	3.4
C31	Plan Makes Timely Decisions about Appeals	4.0	4.0	4.2	4.4
C32	Reviewing Appeals Decisions	4.0	4.0	4.0	4.1
C33	Call Center – Foreign Language Interpreter and TTY Availability	4.2	4.5	4.3	4.3

[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.

Table 10: Average Star Rating by Part D Measure for MA-PDs

2020 Measure Number	Measure	2017 MAPD Average Star	2018 MAPD Average Star	2019 MAPD Average Star	2020 MAPD Average Star
D01	Call Center – Foreign Language Interpreter and TTY Availability	4.3	4.5	4.3	4.6
D02	Appeals Auto–Forward	3.9	4.8	4.5	4.7
D03	Appeals Upheld	2.9	3.9	3.9	3.8
D04	Complaints about the Drug Plan	4.6	4.3	4.0	4.9
D05	Members Choosing to Leave the Plan	4.3	3.9	3.9	3.9
D06	Drug Plan Quality Improvement	3.6	3.7	4.2	3.7
D07	Rating of Drug Plan	3.3	3.2	3.2	3.0
D08	Getting Needed Prescription Drugs	3.6	3.4	3.5	3.5
D09	MPF Price Accuracy	4.7	4.7	4.8	4.8
D10	Medication Adherence for Diabetes Medications	3.5	3.3	3.7	3.9
D11	Medication Adherence for Hypertension (RAS antagonists)	4.0	3.7	3.1	3.3
D12	Medication Adherence for Cholesterol (Statins)	3.5	3.3	3.2	3.4
D13	MTM Program Completion Rate for CMR	2.5	3.5	3.3	3.6
D14	Statin Use in Persons with Diabetes (SUPD)	n/a – new in 2019	n/a – new in 2019	3.3	3.5

Table 11: Average Star Rating by Part D Measure for PDPs

2020 Measure Number	Measure	2017 PDP Average Star	2018 PDP Average Star	2019 PDP Average Star	2020 PDP Average Star
D01	Call Center – Foreign Language Interpreter and TTY Availability	3.6	3.9	4.2	4.1
D02	Appeals Auto–Forward	4.1	4.4	4.2	4.5
D03	Appeals Upheld	3.3	3.5	3.1	3.3
D04	Complaints about the Drug Plan	4.3	4.2	3.6	4.4
D05	Members Choosing to Leave the Plan	4.4	3.6	4.1	3.8
D06	Drug Plan Quality Improvement	3.8	3.9	4.2	3.7
D07	Rating of Drug Plan	3.4	3.4	3.3	3.5
D08	Getting Needed Prescription Drugs	3.6	3.4	3.4	3.5
D09	MPF Price Accuracy	4.8	4.6	4.6	4.8
D10	Medication Adherence for Diabetes Medications	3.3	3.2	2.6	3.3
D11	Medication Adherence for Hypertension (RAS antagonists)	3.7	3.2	3.0	3.2
D12	Medication Adherence for Cholesterol (Statins)	3.6	3.3	3.1	3.3
D13	MTM Program Completion Rate for CMR	2.8	2.8	2.6	3.3
D14	Statin Use in Persons with Diabetes (SUPD)	n/a – new in 2019	n/a – new in 2019	2.9	3.0