

Fact Sheet - 2014 Star Ratings

Star Ratings are driving improvements in Medicare quality. This year there have been significant increases in the number of Medicare beneficiaries in high-performing Medicare Advantage (MA) plans. The information included in this Fact Sheet is based on the 2014 Star Ratings published on Medicare Plan Finder on October 8, 2013. The Centers for Medicare & Medicaid Services (CMS) publishes the Star Ratings each year to assist beneficiaries in finding the best plan for them and to determine Medicare Advantage Quality Bonus Payments. Moreover, they support the efforts of CMS to improve the level of accountability for the care provided by physicians, hospitals, and other providers, including enrollees of Medicare Advantage and Prescription Drug Plans.

2014 Enhancements

Medicare Advantage with prescription drug coverage (MA-PD) sponsors are rated on up to 48 quality and performance measures, MA-only sponsors (without prescription drug coverage) are rated on up to 36 measures, while stand-alone PDP sponsors are rated on up to 15 measures. Measurement is done at the contract level. Each year, CMS conducts a comprehensive review of the measures that make up the Star Ratings, considering the reliability of the measures, clinical recommendations, feedback received from stakeholders, and data issues. Any measure removed from the Star Ratings is displayed on the informational page of www.cms.gov. Changes to existing measures are summarized in Attachment A.

The Star Ratings measures span five broad categories:

- Outcomes
- Intermediate Outcomes
- Patient Experience
- Access
- Process

For 2014, outcome and intermediate outcome measures continue to be weighted three times as much as process measures, and patient experience and access measures are weighted 1.5 times as much as process measures. CMS assigns a weight of 1 to all new measures (there are no new measures for 2014). Last year the Part C and D quality improvement measures received a weight of 1, and this year the weights have been changed to 3 since they are no longer new measures. CMS continues to reduce the overall Star Rating for contracts with serious compliance issues, defined as the imposition of enrollment or marketing sanctions.

Highlights of Contract Performance in 2014 Star Ratings

Changes in Ratings from 2013

The average Star Rating weighted by enrollment for MA-PDs is 3.84, compared to 3.66 in 2013, and 3.41 in 2012.

- Approximately 38 percent of MA-PDs (162 contracts) that will be active in 2014 earned four stars or higher for their 2014 overall rating.
- Weighted by enrollment, these contracts serve approximately 52 percent of enrollees as can be seen in Table 1 below.
- This is a nearly 14 percentage point increase from 38 percent of enrollees in contracts with four or more stars last year.

Table 1: 2012 -2014 Overall Rating Distribution for MA-PD Contracts

MA-PD Overall Rating	2012			2013			2014		
	# of Contracts	%	Weighted by Enrollment	# of Contracts	%	Weighted by Enrollment	# of Contracts	%	Weighted by Enrollment
5 stars	9	2.05	8.99	11	2.46	9.42	11	2.55	9.56
4.5 stars	46	10.45	9.90	54	12.08	15.81	64	14.85	20.55
4 stars	51	11.59	10.01	62	13.87	12.56	87	20.19	21.68
3.5 stars	119	27.05	33.96	131	29.31	36.48	143	33.18	30.49
3 stars	144	32.73	28.85	127	28.41	20.25	109	25.29	16.63
2.5 stars	65	14.77	7.96	60	13.42	5.28	16	3.71	1.09
2 stars	6	1.36	0.32	2	0.45	0.21	1	0.23	0.01
Total	440	100		447	100		431	100	

The average Star Rating weighted by enrollment for PDPs is 3.04 for 2014, compared to 3.30 in 2013, and 2.92 in 2012. The average PDP Star Rating for 2014 reflects reductions in the ratings for contracts under CMS enrollment sanctions. If this enrollment penalty was not applied, the average Star Rating weighted by enrollment for PDPs would be 3.23 for 2014.

- Approximately 37 percent of PDPs (27 contracts) that will be active in 2014 received four or more stars for their 2014 overall rating
- Weighted by enrollment close to 9 percent of PDP enrollees are in contracts with four or more stars as seen in Table 2.
- This is a 9 percentage point decrease from 18 percent of PDP enrollees in contracts with 4 or more stars last year.

Table 2: 2012 -2014 Part D Rating Distribution for PDPs

Part D Rating	2012			2013			2014		
	# of Contracts	%	Weighted by Enrollment	# of Contracts	%	Weighted by Enrollment	# of Contracts	%	Weighted by Enrollment
5 stars	4	6.25	1.85	4	5.71	1.85	5	6.94	0.13
4.5 stars	1	1.56	0.13	5	7.14	3.52	6	8.33	3.34
4 stars	8	12.5	7.51	17	24.29	12.2	16	22.22	5.29
3.5 stars	15	23.44	9.39	17	24.29	23.35	18	25	52.39
3 stars	15	23.44	57.78	17	24.29	55.08	17	23.61	14.16
2.5 stars	18	28.13	22.52	9	12.86	3.23	8	11.11	5.62
2 stars	3	4.69	0.82	1	1.43	0.77	1	1.39	0
1.5 stars	0	0	0	0	0	0	1	1.39	19.07
Total	64	100		70	100		72	100	

5-Star Contracts

19 contracts are highlighted on Medicare Plan Finder (MPF) with a high performing (gold star) icon; 11 are MA-PD contracts (Table 3), 3 are MA-only contracts (Table 4), and 5 are PDPs (Table 5).

The seven new high performing icon contracts for this year are:

- National Rural Electric Cooperative Association (E2332)
- MoDOT/MSHP Medical and Life Insurance Plan (E4744)
- KS Plan Administrators, LLC (H0332)
- Kaiser Foundation HP OF GA, INC. (H1170)
- HealthSpring OF Florida (H5410)
- Providence Health Plan (H9047)
- Tufts Insurance Company (S0655)

Table 3: MA-PD Contracts Receiving the 2014 High Performing Icon

Contract ID	Contract Name	Enrolled 10/2013	Non-EGHP Service Area	EGHP Service Area	5 Star Last Year	SNP
H0332	KS Plan Administrators, LLC	24408	255 counties in TX	251 counties in TX	No	No
H0524	Kaiser Foundation HP, INC.	921035	31 counties in CA	Not applicable	Yes	Yes
H0630	Kaiser Foundation HP of CO	86511	17 counties in CO	Not applicable	Yes	Yes
H1170	Kaiser Foundation HP of GA, INC.	19421	21 counties in GA	9 counties in GA	No	Yes
H1230	Kaiser Foundation, INC.	28108	3 counties in HI	Not applicable	Yes	No
H2150	Kaiser FNDN HP of the Mid-Atlantics STS	52959	D.C., 11 counties in MD, 9 counties in VA	Not applicable	Yes	No
H5050	Group Health Cooperative	82408	13 counties in WA	Not applicable	Yes	No
H5262	Gundersen Health Plan	13722	5 counties in IA, 11 counties in WI	Not applicable	Yes	No
H5410	HealthSpring of Florida	43559	67 counties in FL	63 counties in FL	No	Yes
H9003	Kaiser Foundation HP of the NW	69704	10 counties in OR, 5 counties in WA	1 county in OR, 1 county in WA	Yes	No
H9047	Providence Health Plan	42395	10 counties in OR, 1 county in WA	2 counties in OR	No	No

Table 4: MA-only Contracts Receiving the 2014 High Performing Icon

Contract ID	Contract Name	Enrolled 10/2013	Non-EGHP Service Area	EGHP Service Area	5 Star Last Year	SNP
H1651	Medical Associates Health Plan, INC.	9821	6 counties in IA, 1 county in IL	Not applicable	Yes	No
H5264	Dean Health Plan, INC.	21411	8 counties in WI	Not applicable	Yes	No
H6052	Kaiser Foundation HP, INC.	2073	Not applicable	Not applicable	Yes	No

Table 5: PDP Contracts Receiving the 2014 High Performing Icon

Contract ID	Contract Name	Enrolled 10/2013	Non-EGHP Service Area	EGHP Service Area	5 Star Last Year
E2332	National Rural Electric Cooperative Association	8008	Not applicable	37 regions	No
E4744	MoDOT/MSHP Medical and Life Insurance Plan	5853	Not applicable	34 regions	No
S0655	Tufts Insurance Company	6178	Not applicable	35 regions	No
S3994	Hawaii Medical Service Association (HMSA)		Not applicable	34 regions	Yes
S8841	Catamaran Insurance of Ohio, INC.	8602	Not applicable	36 regions	Yes

Low Performers

39 contracts are identified on the MPF with the low performing icon (LPI) for consistently low quality ratings in the past three years (i.e., 2.5 or fewer stars for the 2012, 2013 and 2014 Star Ratings for Part C and/or Part D).

- For the time period from 2012 through 2014, 4 of these contracts are receiving the icon for low Part C ratings of 2.5 or fewer stars, 25 are receiving it for low Part D ratings of 2.5 or fewer stars, 6 are receiving it for low Part C or D ratings of 2.5 or fewer stars, and 4 are receiving it for low Part C and D ratings of 2.5 or fewer stars.
- 14 of the 26 contracts receiving the LPI in 2013 either improved their ratings in 2013 or withdrew or consolidated their contracts.
- Below is the list of contracts receiving an LPI (Table 6).

Table 6: 2014 Contracts with a Low Performing Icon (LPI)

Contract ID	Contract Name	Parent Organization	Reason for LPI	Enrolled 10/2013	Part D Offered	SNP
H0084	CARE IMPROVEMENT PLUS OF TEXAS INSURANCE COMPANY	UnitedHealth Group, Inc.	Part C or D	24034	Yes	Yes
H0251	UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC.	UnitedHealth Group, Inc.	Part D	36034	Yes	Yes
H0320	WELLCARE OF TEXAS, INC.	WellCare Health Plans, Inc.	Part C or D	3765	Yes	No
H1108	UNITEDHEALTHCARE INSURANCE COMPANY	UnitedHealth Group, Inc.	Part D	5419	Yes	Yes
H1111	UNITEDHEALTHCARE OF GEORGIA, INC.	UnitedHealth Group, Inc.	Part D	8850	Yes	No
H1112	WELLCARE OF GEORGIA, INC.	WellCare Health Plans, Inc.	Part C or D	26997	Yes	Yes
H1216	HARMONY HEALTH PLAN OF ILLINOIS, INC.	WellCare Health Plans, Inc.	Part C and D	3715	Yes	Yes
H1717	UNITEDHEALTHCARE INSURANCE COMPANY	UnitedHealth Group, Inc.	Part D	208	Yes	Yes
H1903	WELLCARE OF LOUISIANA, INC.	WellCare Health Plans, Inc.	Part D	7837	Yes	Yes
H2643	LOCAL INITIATIVE HEALTH AUTHORITY FOR L.A. COUNTY	Local Initiative Health Authority for LA County	Part C or D	6287	Yes	Yes
H3240	AMERIGROUP NEW JERSEY, INC.	WellPoint, Inc.	Part C and D	5596	Yes	Yes
H3327	TOUCHSTONE HEALTH HMO, INC.	Touchstone Health Partnership, Inc	Part C	13092	Yes	Yes
H4005	TRIPLE-S SALUD, INC.	Triple-S Management Corporation	Part D	23141	Yes	No
H4006	MCS ADVANTAGE, INC.	Medical Card System, Inc.	Part D	54559	Yes	No
H4011	FIRST MEDICAL HEALTH PLAN, INC.	First Medical Health Plan, Inc.	Part C	19875	Yes	No
H4012	TRIPLE-S SALUD, INC.	Triple-S Management Corporation	Part D	27380	Yes	Yes

Contract ID	Contract Name	Parent Organization	Reason for LPI	Enrolled 10/2013	Part D Offered	SNP
H4125	HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY, INC.	CIGNA	Part C	1168	Yes	No
H4209	BLUECROSS AND BLUESHIELD OF SOUTH CAROLINA	BlueCross BlueShield of South Carolina (BCBSSC)	Part D	12591	Yes	No
H4406	UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC.	UnitedHealth Group, Inc.	Part D	8351	Yes	No
H4837	UNITEDHEALTHCARE OF WISCONSIN, INC.	UnitedHealth Group, Inc.	Part D	1622	Yes	Yes
H5294	SUPERIOR HEALTH PLAN, INC.	Centene Corporation	Part D	2628	Yes	Yes
H5378	THE PYRAMID LIFE INSURANCE COMPANY	Universal American Corp.	Part C and D	3344	Yes	No
H5416	ARCADIAN HEALTH PLAN, INC.	Humana Inc.	Part C or D	11404	Yes	No
H5549	VNS CHOICE	Visiting Nurse Service of New York	Part D	13718	Yes	Yes
H5590	BRIDGEWAY HEALTH SOLUTIONS	Centene Corporation	Part C	1181	Yes	Yes
H5698	WINDSOR HEALTH PLAN, INC.	Munich American Holding Corporation	Part D	59430	Yes	Yes
H5732	TRIPLE-S SALUD, INC.	Triple-S Management Corporation	Part D	11411	Yes	No
H5887	FIRST MEDICAL HEALTH PLAN, INC.	First Medical Health Plan, Inc.	Part C and D	8944	Yes	Yes
H5896	AMERIGROUP MARYLAND, INC.	WellPoint, Inc.	Part D	435	Yes	Yes
H6178	CARESOURCE	CareSource Management Group Co.	Part D	1209	Yes	Yes
H6952	UNITEDHEALTHCARE COMMUNITY PLAN, INC.	UnitedHealth Group, Inc.	Part D	5451	Yes	Yes
H9011	UNITEDHEALTHCARE OF FLORIDA, INC.	UnitedHealth Group, Inc.	Part C or D	15486	Yes	No
R6801	CARE IMPROVEMENT PLUS OF TEXAS INSURANCE COMPANY	UnitedHealth Group, Inc.	Part D	55704	Yes	Yes
R9896	CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO.	UnitedHealth Group, Inc.	Part D	112024	Yes	Yes
S5775	PHARMACY INSURANCE CORPORATION OF AMERICA	Pharmacy Insurance Corporation of America	Part D	7213	Yes	No
S5840	FIRST MEDICAL HEALTH PLAN, INC.	First Medical Health Plan, Inc.	Part D	625	Yes	No
S5907	TRIPLE-S SALUD, INC.	Triple-S Management Corporation	Part D	8181	Yes	No
S5932	HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY, INC.	CIGNA	Part D	457881	Yes	No
S5960	UNICARE LIFE & HEALTH INSURANCE COMPANY	WellPoint, Inc.	Part D	67748	Yes	No

Tax Status and Performance

- Organizations that are non-profit tend to receive higher ratings than those that are for-profit. Non-profit organizations also performed better than for-profit organizations last year.
- Below is the ratings distribution by tax status for MA-PD (Table 7) and PDP (Table 8) contracts.

Table 7: Distribution of For-profit and Non-profit MA-PDs

MA-PD Overall Rating	For Profit			Non-Profit		
	# of Contracts	%	Weighted by Enrollment	# of Contracts	%	Weighted by Enrollment
5 stars	2	0.62	0.67	9	8.33	29.9
4.5 stars	31	9.60	16.67	33	30.56	29.11
4 stars	62	19.20	22.96	25	23.15	18.32
3.5 stars	119	36.84	35.61	24	22.22	18.08
3 stars	94	29.10	22.06	15	13.89	3.77
2.5 stars	14	4.33	1.4	2	1.85	0.34
2 stars	1	0.31	0.01			
Total # contracts	323	100		108	100	

Table 8: Distribution of For-profit and Non-profit PDPs

Part D Rating	For Profit			Non-Profit		
	# of Contracts	%	Weighted by Enrollment	# of Contracts	%	Weighted by Enrollment
5 stars	2	4.76	0.07	3	10.0	1.19
4.5 stars	2	4.76	3.02	4	13.3	8.87
4 stars	6	14.29	2.65	10	33.3	53.72
3.5 stars	11	26.19	54.27	7	23.3	11.66
3 stars	12	28.57	13.62	5	16.7	22.62
2.5 stars	7	16.67	5.84	1	3.3	0.95
2 stars	1	2.38	0			
1.5 stars	1	2.38	19.99			
Total	42	100		30	100	

Length of Time in Program and Performance

On average, higher Star Ratings are associated with more experience in the MA program. We do not see a similar pattern for PDPs. The tables below show the distribution of ratings by the number of years in the program (MA-PDs in Table 9, and PDPs in Table 10).

Table 9: Distribution of MA-PD Star Ratings by Length of Time in Program

MA-PD Overall Rating	<5	5 to <10	>10
5 stars		0.78% (2)	6.67% (9)
4.5 stars	15.15% (10)	9.41% (24)	22.96% (31)
4 stars	16.67% (11)	14.12% (36)	31.85% (43)
3.5 stars	34.85% (23)	35.69% (91)	29.63% (40)
3 stars	28.79% (19)	33.33% (85)	8.15% (11)
2.5 stars	4.55% (3)	6.27% (16)	0.74% (1)
2 stars		0.39% (1)	

Table 10: Distribution of PDP Star Ratings by Length of Time in Program

Part D Rating	<5	5 to <10
5 stars	12.50% (1)	6.06% (4)
4.5 stars	25.00% (2)	6.06% (4)
4 stars	12.50% (1)	22.73% (15)
3.5 stars	25.00% (2)	24.24% (16)
3 stars	12.50% (1)	24.24% (16)
2.5 stars		15.15% (10)
2 stars	12.50% (1)	
1.5 stars		1.52% (1)

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

Contracts eligible to receive LIS auto-assignees (LIS contracts) show improvement from 2012 to 2014.

- Sixteen out of 19 LIS contracts (84.2%) earned a Star Rating of 3 or more in 2014, compared to 17 (89.5%) contracts in 2013 and 13 (56.5%) contracts in 2012.
- In 2014, there are 3 (15.8%) contracts with a rating of 2.5 or below compared to 2 (10.5%) in 2013 and 10 (43.5%) contracts in 2012.

Table 11: Distribution of Star Ratings for PDPs Eligible to Receive LIS Auto-assignees

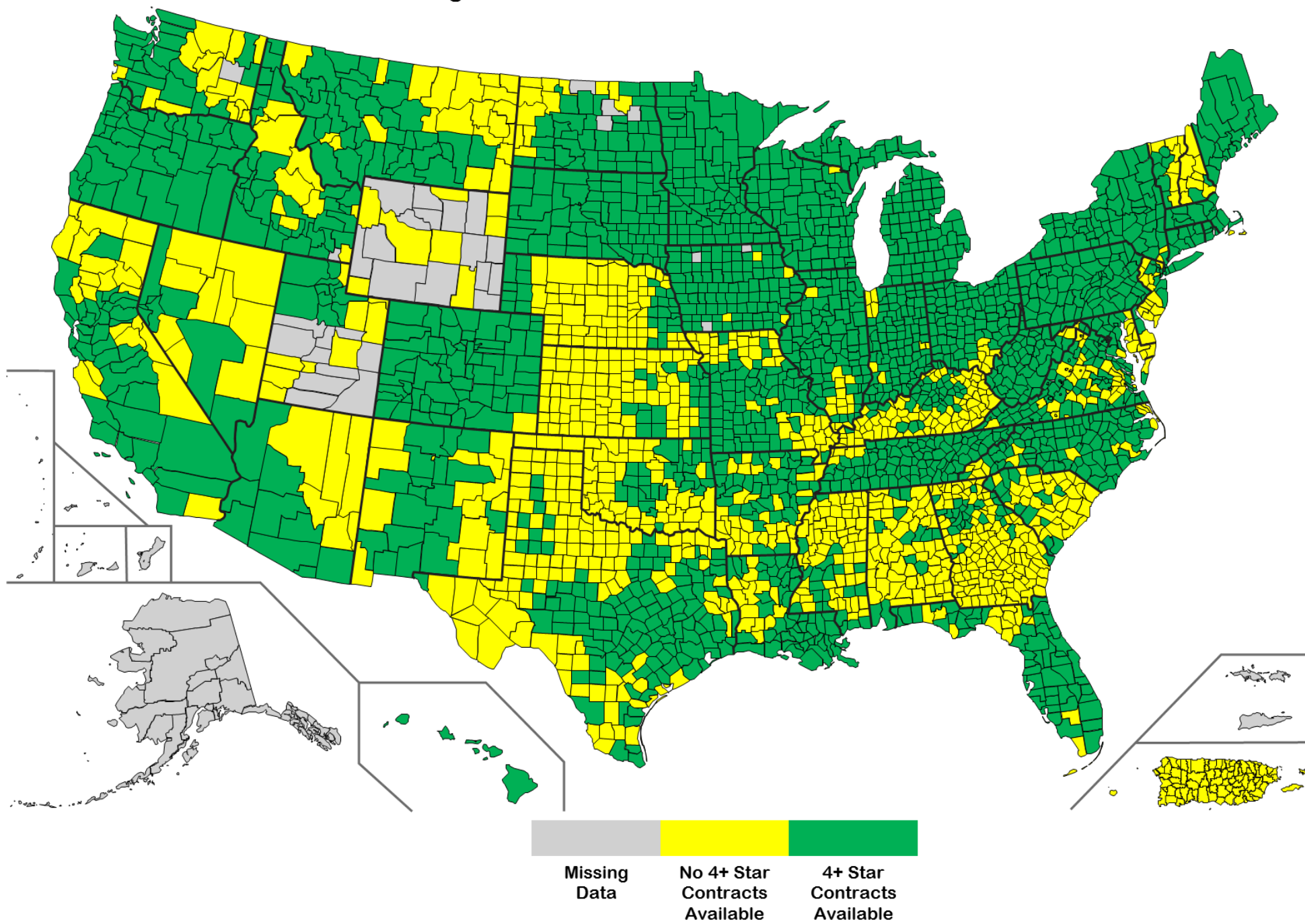
Part D Rating	2012		2013		2014	
	Number of LIS Contracts	% of LIS Contracts	Number of LIS Contracts	% of LIS Contracts	Number of LIS Contracts	% of LIS Contracts
4 stars	2	8.70%	1	5.26%	4	21.05%
3.5 stars	3	13.04%	6	31.58%	6	31.58%
3 stars	8	34.78%	10	52.63%	6	31.58%
2.5 stars	9	39.13%	2	10.53%	3	15.79%
2 stars	1	4.35%	0	0.00%	0	0.00%
Total	23		19		19	

Geographic Variation

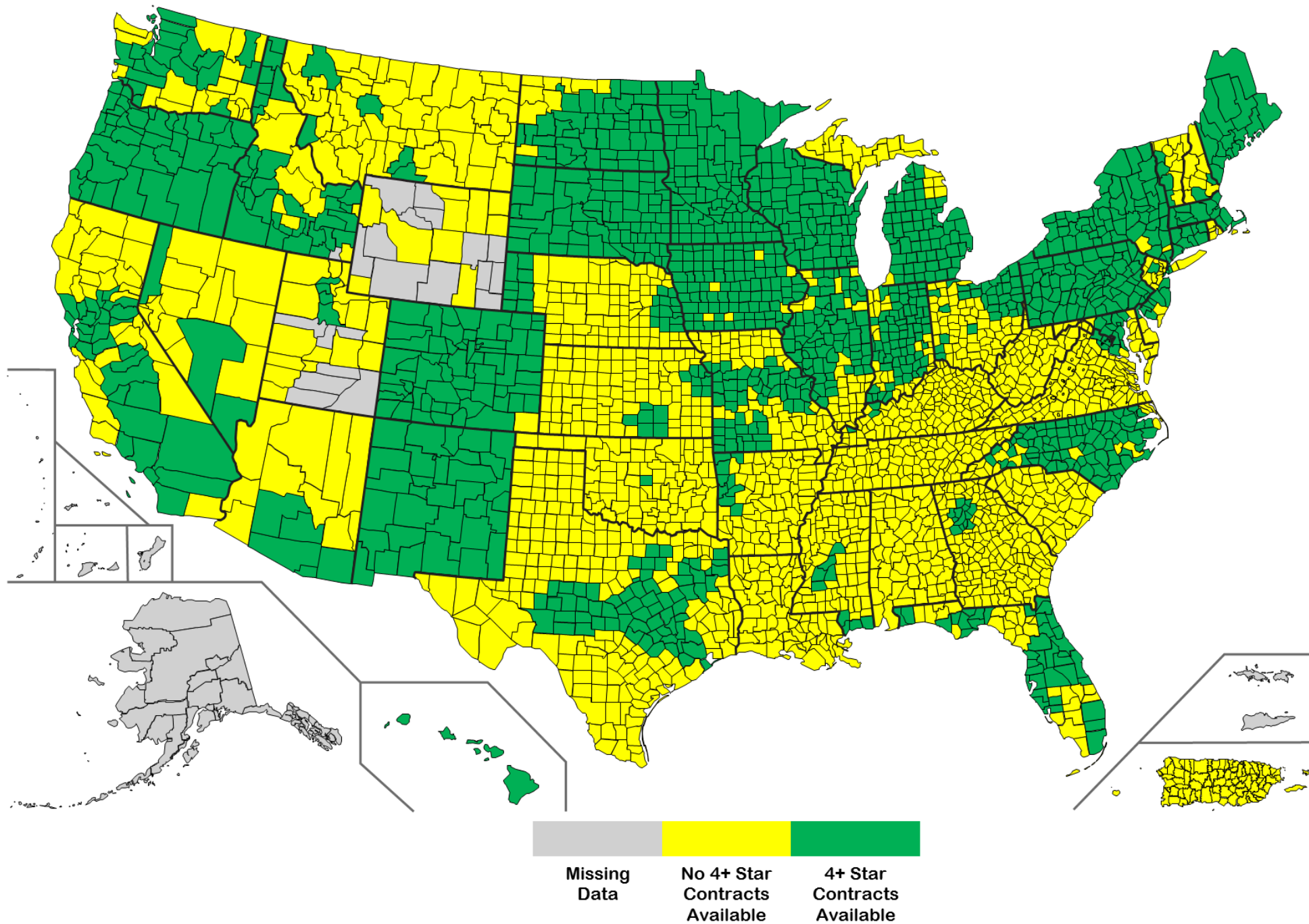
The following four maps describe the availability of MA-PDs and PDPs rated 4 or more stars across the U.S., including its territories, between 2013 and 2014. Counties shaded in green indicate that at least one MA-PD or PDP rated four or more stars is available to those beneficiaries. Counties shaded in yellow indicate that none of the MA-PD or PDPs available to those beneficiaries are rated four stars or more. Areas in gray indicate missing data.

- The availability of highly rated MA-PDs has increased since 2013.
- Beneficiaries throughout the continental U.S. continue to have access to highly rated PDPs, as we observed in 2013.

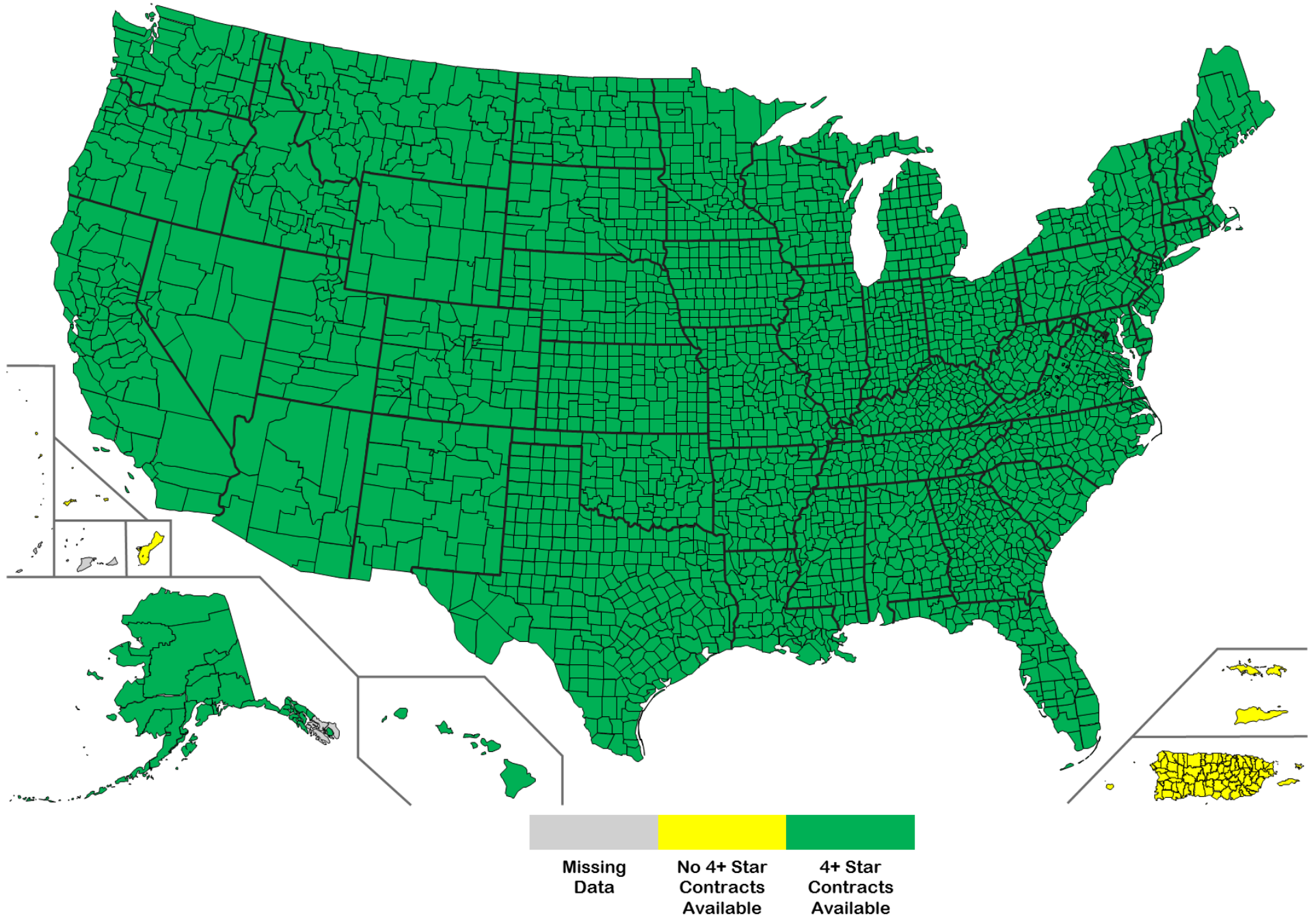
2014 Star Ratings - Location of MA-PD Contracts with 4 or more stars



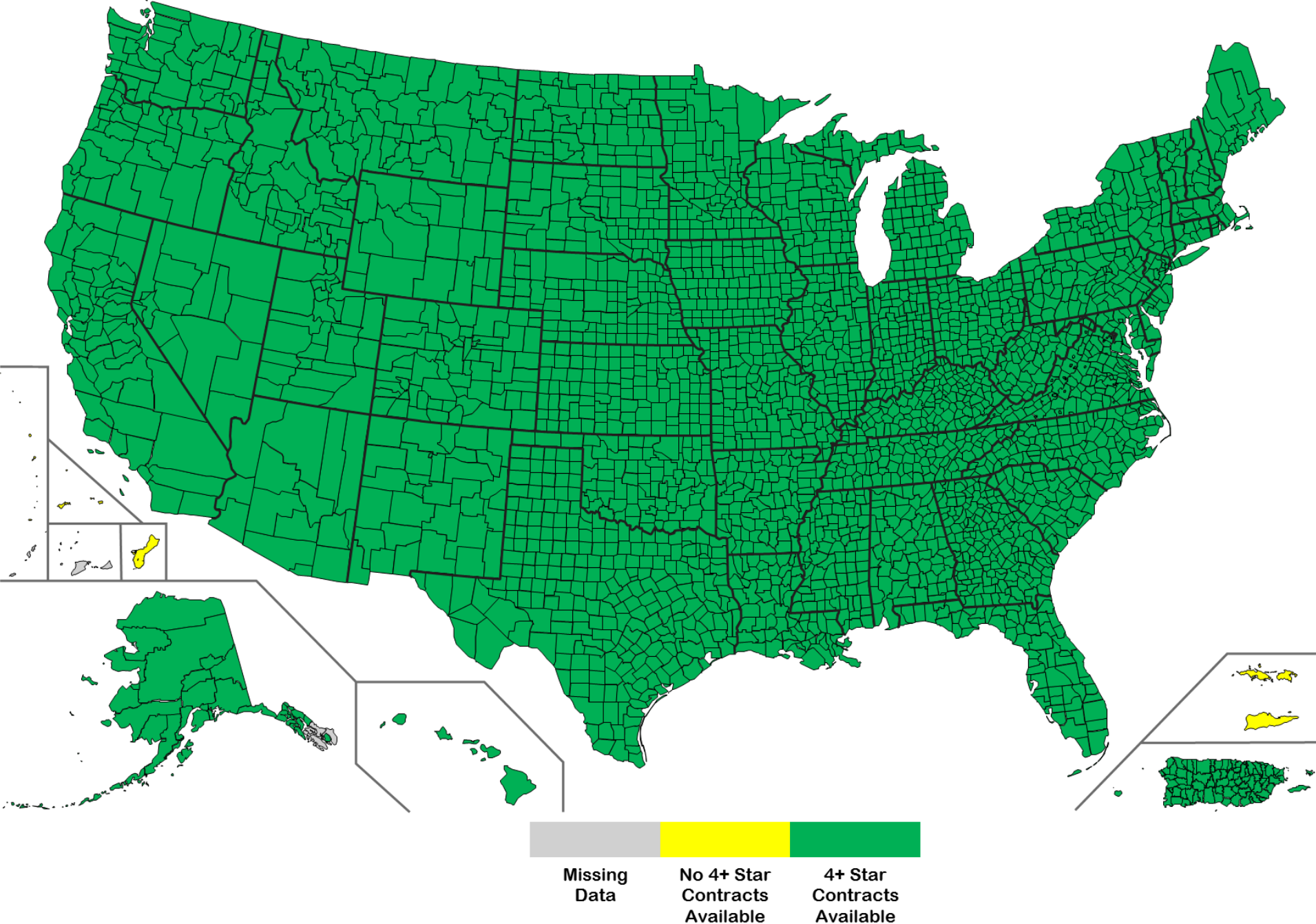
2013 Star Ratings - Location of MA-PD Contracts with 4 or more stars



2014 Star Ratings - Location of PDP Contracts with 4 or more stars



2013 Star Ratings - Location of PDP Contracts with 4 or more stars



Average Star Rating for Each Measure

Below we list the average Star Ratings for 2012, 2013, and 2014 Part C and D measures (Tables 12 and 13). In general, Star Ratings have gone up from 2012 to 2014 for most measures.

Table 12: Average Star Rating by Part C Measure

2014 ID	Measure	2012 Average Star	2013 Average Star	2014 Average Star
C01	Breast Cancer Screening	3.1	3.0	3.3
C02	Colorectal Cancer Screening	3.1	3.5	3.9
C03	Cardiovascular Care – Cholesterol Screening	4.0	4.3	4.3
C04	Diabetes Care – Cholesterol Screening	4.0	4.1	3.8
C05	Glaucoma Testing	3.2	3.2	3.4
C06	Annual Flu Vaccine	3.2	3.2	3.4
C07	Improving or Maintaining Physical Health	4.3	4.4	4.5
C08	Improving or Maintaining Mental Health	2.2	2.2	2.0
C09	Monitoring Physical Activity	1.9	2.1	2.4
C10	Adult BMI Assessment	2.8	3.7	3.8
C11	Care for Older Adults – Medication Review	3.5	3.0	3.6
C12	Care for Older Adults – Functional Status Assessment	2.8	2.8	3.4
C13	Care for Older Adults – Pain Screening	2.7	3.2	3.2
C14	Osteoporosis Management in Women who had a Fracture	2.1	1.4	1.9
C15	Diabetes Care – Eye Exam	3.5	3.4	4.0
C16	Diabetes Care – Kidney Disease Monitoring	4.3	4.3	4.5
C17	Diabetes Care – Blood Sugar Controlled	3.2	3.1	3.3
C18	Diabetes Care – Cholesterol Controlled	3.2	3.4	3.5
C19	Controlling Blood Pressure	3.5	3.5	3.5
C20	Rheumatoid Arthritis Management	3.3	3.3	3.7
C21	Improving Bladder Control	1.8	2.3	2.3
C22	Reducing the Risk of Falling	3.2	3.3	3.4
C23	Plan All-Cause Readmissions	3.3	3.0	3.5
C24	Getting Needed Care	3.5	3.5	3.6
C25	Getting Appointments and Care Quickly	3.4	3.4	3.5
C26	Customer Service	3.4	3.4	3.5
C27	Rating of Health Care Quality	3.6	3.7	3.7
C28	Rating of Health Plan	3.3	3.3	3.4
C29	Care Coordination	n/a – new in 2013	3.4	3.4
C30	Complaints about the Health Plan	3.2	3.0	3.0
C31	Beneficiary Access and Performance Problems	3.4	3.5	3.4
C32	Members Choosing to Leave the Plan	3.3	3.5	3.7
C33	Health Plan Quality Improvement	n/a – new in 2013	3.1	3.5
C34	Plan Makes Timely Decisions about Appeals	4.3	4.0	4.1
C35	Reviewing Appeals Decisions	2.9	3.3	3.3
C36	Call Center – Foreign Language Interpreter and TTY Availability	3.8	4.2	4.4

Table 13: Average Star Rating by Part D Measure

2014 ID	Measure	2012 MA-PD Average Star	2013 MA-PD Average Star	2014 MA-PD Average Star	2012 PDP Average Star	2013 PDP Average Star	2014 PDP Average Star
D01	Call Center – Foreign Language Interpreter and TTY Availability	3.3	3.7	3	3.3	3.8	3.7
D02	Appeals Auto-Forward	4.0	3.4	3.4	3.3	2.4	2.7
D03	Appeals Upheld	2.4	3.2	3.3	2.4	3.3	3.3
D04	Complaints about the Drug Plan	3.1	3.0	3	2.9	3.7	3.4
D05	Beneficiary Access and Performance Problems	3.3	3.5	3.3	3.1	3.8	3.8
D06	Members Choosing to Leave the Plan	3.3	3.5	3.7	3.7	3.7	3.3
D07	Drug Plan Quality Improvement	n/a – new in 2013	3.4	3.7	n/a – new in 2013	4.1	3.6
D08	Rating of Drug Plan	3.3	3.4	3.4	3.3	3.6	3.7
D09	Getting Needed Prescription Drugs	3.6	3.5	3.5	3.6	3.7	4.1
D10	MPF Price Accuracy	n/a – new in 2013	3.8	3.9	n/a – new in 2013	4.2	4.1
D11	High Risk Medication	2.7	3.1	3.6	3.1	3.1	2.8
D12	Diabetes Treatment	2.9	3.0	3.2	2.9	2.8	3.2
D13	Medication Adherence for Diabetes Medications	3.1	3.1	3.7	3.1	3.3	3.1
D14	Medication Adherence for Hypertension (RAS antagonists)	3.1	3.0	3.7	3.0	3.2	3.6
D15	Medication Adherence for Cholesterol (Statins)	3.0	3.1	3.6	3.2	3.2	3.6

Attachment A – 2014 Star Ratings Measure Specification Changes

Below are some additional changes to the 2014 Star Ratings in terms of the measures included.

Transitioned Measures

For the 2014 Star Ratings, CMS has transitioned the following three measures to the display page on www.cms.gov.

- Enrollment Timeliness (Part C & D)
- Getting Information from Drug Plan (Part D)
- Call Center – Pharmacy Hold Time (Part D)

Specification Changes

There are a series of technical measure specification changes implemented with the 2014 Star Ratings. Below is a summary of the most significant changes.

- Call Center – Foreign Language Interpreter and TTY Availability (Parts C and D) - For contracts in Puerto Rico only, this measure now regards English as a foreign language.
- Quality Improvement (Part C & D) - Contracts are held harmless if their individual measure stars are 5 stars in the two years being evaluated for improvement.
- Rounding of measure data - Measure data and cut points (including Part D Patient Safety measures) are now rounded to whole numbers, except for Part C and D Complaints about the Health and Drug Plan, Health and Drug Plan Quality Improvement, and Part D Appeals Auto-Forward.
- Low Performing Icon (LPI) - Starting this Fall, an MA-PD contract receiving 2.5 stars or lower for any combination of their Part C or their Part D summary ratings for three consecutive years receives an LPI.