

Medicare Star Ratings

The ratings system helps you understand how well a Medicare Advantage or prescription drug plan is performing.

Medicare Advantage (Part C) and Medicare prescription drug plans (Part D) are rated in each of the following categories. In addition, plans receive an overall Star Rating to summarize their performance.

Categories for Medicare Advantage

- 1 Staying healthy:** Measures whether members got a flu shot or underwent various cancer screenings, and whether physical health improved after two years.
- 2 Managing chronic conditions:** Evaluates how often members with conditions such as diabetes or rheumatoid arthritis got the recommended tests and treatments.
- 3 Member experience with the health plan:** Members rate overall satisfaction with the plan.
- 4 Member complaints and change in plan's performance:** Measures how often members have problems and choose to leave the plan. It also shows if the plan's performance has improved.
- 5 Customer service:** Evaluates how well the provider handles customer requests.

Categories for Part D

- 1 Customer service:** Evaluates how the provider handles customer requests.
- 2 Member complaints and change in plan's performance:** Measures how often members have problems and choose to leave the plan. It also shows if the plan's performance has improved.
- 3 Member experience with plan's drug services:** Members rate overall satisfaction with the plan.
- 4 Drug safety and accuracy of pricing:** Rates whether the plan provides accurate pricing information and if members are being prescribed drugs in a way that is safe and clinically recommended for their condition.

Star Rating	What it means
★ ★ ★ ★ ★	Excellent
★ ★ ★ ★	Above Average
★ ★ ★	Average
★ ★	Below Average
★	Poor

3 reasons you should use Star Ratings to find the best plan to fit your needs

1

See how current members rated a plan that you're considering.

2

Learn how plans performed in a specific category, such as preventive care or customer service.

3

Find high-rated plans.