



MAKING HEALTH CARE BETTER

# 2015 CMS Medicare Advantage Star Ratings Overview and Analysis

October 2014

# Brief History of the Star Ratings

- The star ratings system began in 2007 as a way for CMS and Medicare beneficiaries to assess MA health plans.
- CMS tends to make updates from year to year as the program evolves.
- The measures target a broad array of clinical quality, customer satisfaction and other beneficiary experience areas.
- With ACA provisions dictating payment incentives for better overall performance, there is now a financial reward for understanding how the ratings work and using this to drive improvement.

# Enrollment in MA Plans by Star Rating

Overall 2015 Star Rating	Total MA/Cost Enrollment (June 2014)	Percentage of MA/Cost Enrollment	Cumulative Percent of MA/Cost Enrollees
5 Stars	1,469,718	9.6%	9.6%
4.5 Stars	2,936,379	19.1%	28.7%
4 Stars	4,558,581	29.7%	58.5%
3.5 Stars	4,023,801	26.2%	84.7%
3 Stars	1,646,384	10.7%	95.4%
2.5 Stars	357,168	2.3%	97.8%
2 Stars	10,878	0.1%	97.8%
Not Rated	331,020	2.2%	100.0%
<b>Total</b>	<b>15,333,929</b>	<b>100.0%</b>	<b>100.0%</b>

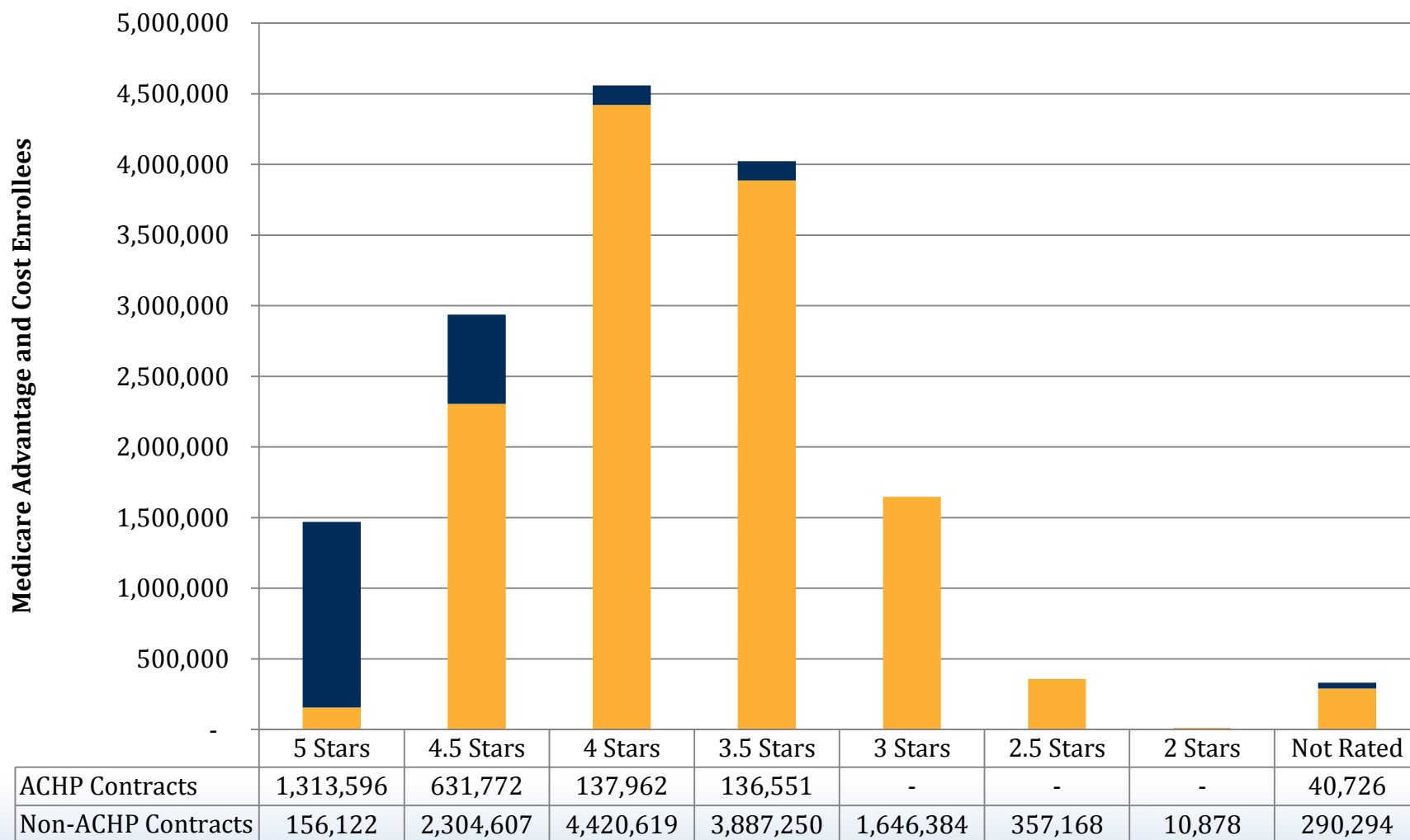
# 2015 Star Ratings Summary

- 11 MA-PD contracts received 5 stars in 2015, 7 of which are ACHP members.

MA-PD Star Rating	ACHP	Non-ACHP	Total Contracts	ACHP Percent of Total
5	7	4	11	63.6%
4.5	17	44	61	27.9%
4	4	82	86	4.7%
3.5	9	127	136	6.6%
3	0	73	73	0.0%
Below 3 Stars	0	28	28	0.0%
Not Rated	10	210	220	4.5%

\*Note that this is just the list of overall MA-PD ratings. Some contracts cover only Part C benefits, and thus do not receive an overall star rating. One ACHP member offered an MA-only contract that received 5 stars for the 2015 plan ratings.

# MA Plan Enrollment by 2015 Star Rating



# 2015 Part C Measures

33 measures grouped into 5 domains:

Domain	HEDIS®	CAHPS®	HOS	Other	Domain Totals
Staying Healthy	4	1	3		8
Managing Chronic LT Conditions	11		2	1	14
Member Experience with Health Plan		6			6
Complaints, Access Problems and Improvement				3	3
Customer Service				2	2
<b>Measure Totals</b>	<b>15</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>33</b>

# 2015 Part D Measures

11 measures\* grouped into 4 domains:

Domain	CAHPS®	CTM	PDE	Other	Domain Totals
Drug Plan Customer Service				2	2
Complaints, Access Problems and Improvement*		(1)		1 (2)	1 (3)
Member Experience with Drug Plan	2				2
Drug Pricing and Patient Safety			5	1	6
<b>Measure Totals</b>	<b>2</b>	<b>(1)</b>	<b>5</b>	<b>4 (5)</b>	<b>11 (13)</b>

\*The complaints domain shares two of the same measures with Part C. CMS only includes the duplicate measures once in calculating an overall MA-PD plan star rating. Thus the Part D measure set contains 13 measures, but only 11 of them count towards the overall MA-PD star rating score.

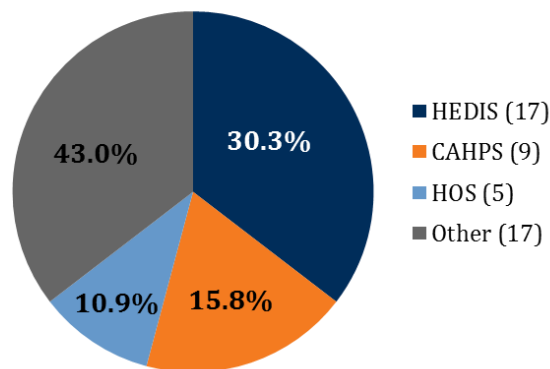
# 2015 Measure Weight Breakdown

Weight Category	Weight	Number of Measures
Intermediate Outcomes & Outcomes	3	11
Patient Experience, Complaints, and Access	1.5	14
Process	1	17
Improvement	5	2

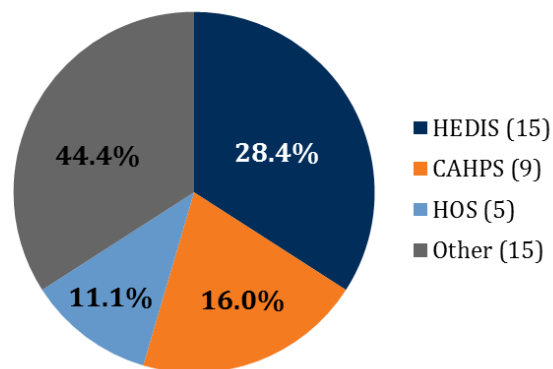


# Composition of Overall Star Ratings

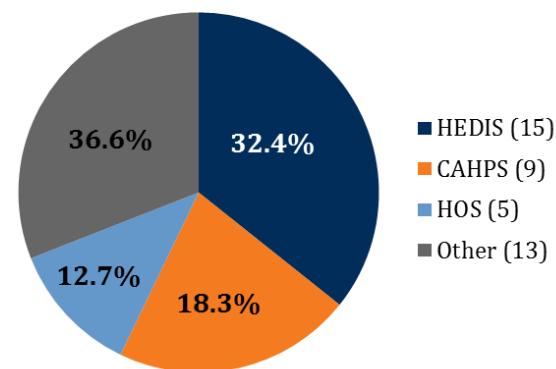
2013 - 2014



2014 - 2015  
(w/ Improvement Measures)



2014 - 2015  
(w/out Improvement Measures)



- The inclusion of Improvement measures alters the composition of the overall plan-level rating; with Improvement measures included, 2014-2015 proportions are similar to 2013-2014.
- HEDIS® and “Other” measures make up the largest portion of this year’s total, followed by CAHPS® measures.



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