



# **Trends in Part C & D Star Rating Measure Cut Points**

Updated – 01/25/2024

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## Introduction

One of CMS' most important strategic goals is to improve quality of care and general health status for Medicare beneficiaries, and we continue to make enhancements to the current Star Ratings methodology to further align it with our policy goals.

The current Part C & D Star Rating Technical Notes, including specifications and methodology for all measures, is available at: <http://go.cms.gov/partcanddstarratings>. For the 2024 Star Ratings, there are a total of 42 Part C and Part D measures. Over the years, unless there were specification changes, we generally see gradual changes in star cut points. This relative stability in cut points from year to year should enable plans to establish a baseline for performance for each measure. When there are shifts in the cut points, it is generally driven by changes in industry performance and/or the distribution of scores across contracts.

For the 2021 Star Ratings, the measures calculated based on HEDIS and CAHPS data collections were replaced with earlier values from the 2020 Star Ratings (for which data collection was not affected by the public health threats posed by COVID-19). The cut points for these measures were held constant from the 2020 Star Ratings. The HEDIS/HOS measures (Monitoring Physical Activity, Reducing the Risk of Falling, and Improving Bladder Control) were not included in the set of measures with values being carried forward from the 2020 Star Ratings.

Measure cut points for non-CAHPS measures are determined using a clustering algorithm in SAS. Conceptually, the clustering algorithm identifies natural gaps that exist within the distribution of the scores and creates groups (clusters) that are then used to identify the cut points that result in the creation of a pre-specified number of categories. For Star Ratings, the algorithm is run with the goal of identifying four cut points (labeled in the diagram below as A, B, C, and D) to create five non-overlapping groups that correspond to each of the Star Ratings (labeled in the diagram below as G1, G2, G3, G4, and G5). The contracts are grouped such that scores within the same Star Rating category are as similar as possible, and scores in different categories are as different as possible.



In this document, we display graphical trends of star cut points at the measure level, along with each measure's definition and data source. **Note, since various measures have specification changes over the years, not all changes in cut points indicate changes in average performance. Also, some measures are not included in all years. See the Part C & D Star Rating Technical Notes for specification changes each year.**

The quality improvement measures are not included because numeric values for each contract are not published. Measures that are too new to the Star Ratings to have four years of data are also not included. This includes measures returning to the Star Ratings after a specification change.

Beginning with the 2022 Star Ratings, mean resampling was added to the hierarchical clustering methodology that is used to set cut points for non-CAHPS measures. With mean resampling, measure-specific scores for the current year's Star Ratings are randomly separated into 10 equal-sized groups. The hierarchical clustering algorithm is then applied 10 times, each time leaving one of the 10 groups out of the clustered data. The method results in 10 sets of measure-specific cut points. The mean for each 1 through 5 star level cut point is taken across the 10 sets for each measure to produce the final cut points used for assigning measure stars.

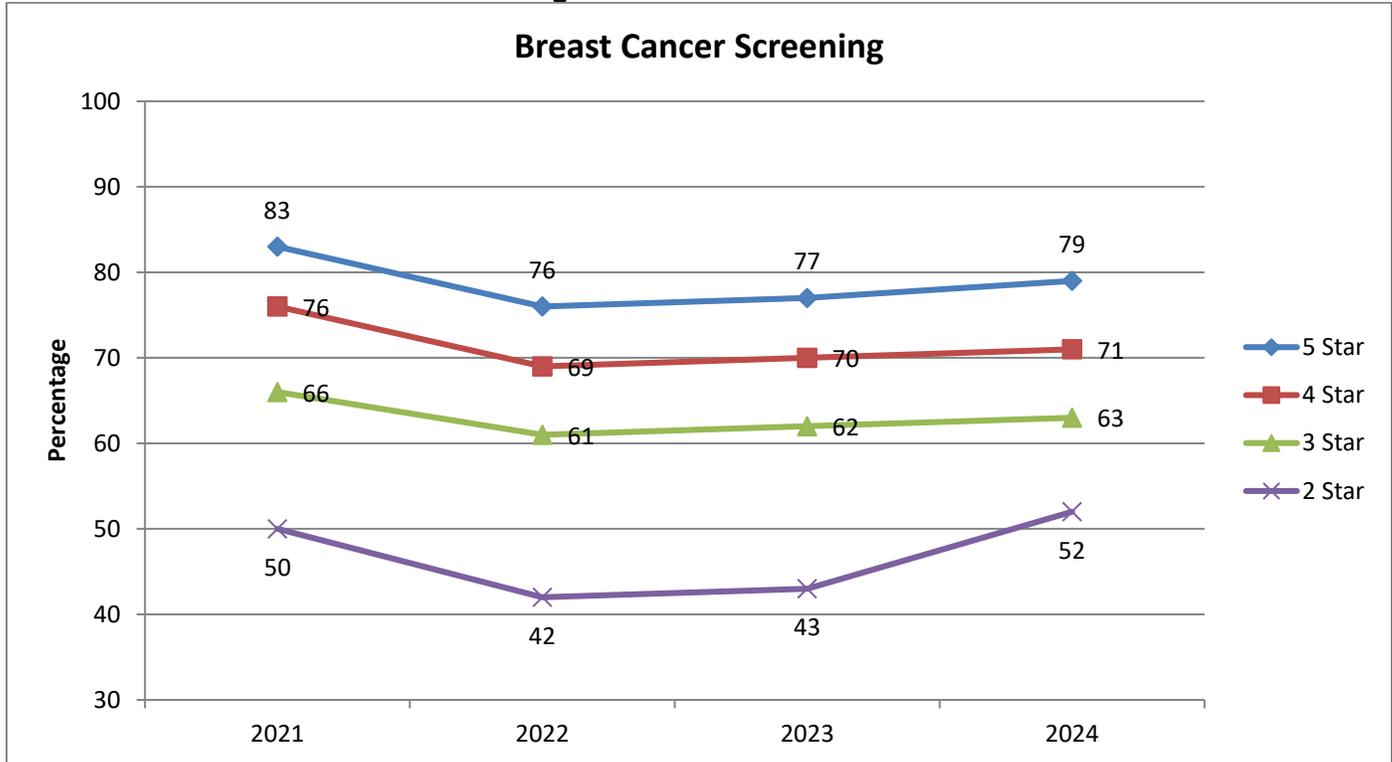
Beginning with the 2023 Star Ratings, bi-directional guardrails were added to the hierarchical clustering methodology that is used to set cut points for non-CAHPS measures. Guardrails are used to cap the amount of increase or decrease in measure cut point values from one year to the next. Specifically, each 1 to 5 star level cut point is compared to the prior year's value and capped at an increase or decrease of at most 5 percentage points for measures having a 0 to 100 scale (absolute percentage cap) or at most 5 percent of the current year's restricted score range for measures not having a 0 to 100 scale (restricted range cap). The final capped

cut points after comparing each 1 through 5 star level cut point to the prior year's values are used for assigning measure stars.

Beginning with the 2024 Star Ratings, Tukey outlier deletion was added to the hierarchical clustering methodology that is used to set cut points for non-CAHPS measures. Tukey outlier deletion involves removing Tukey outer fence outlier contract scores, those defined as measure-specific scores outside the bounds of 3.0 times the measure-specific interquartile range subtracted from the 1<sup>st</sup> quartile or added to the 3<sup>rd</sup> quartile. Outliers are removed prior to applying mean resampling within the hierarchical clustering algorithm. When we proposed and finalized Tukey outlier deletion in the 2021 final rule (CMS-4190-F), we described that in the first year of adding Tukey outlier deletion, the prior year's thresholds would be rerun, including mean resampling and Tukey outer fence deletion so that the guardrails would be applied such that there is consistency between the years. For the purposes of calculating the guardrails for the 2024 Star Ratings, the 2023 Star Ratings cut points were rerun including mean resampling, Tukey outlier deletion and no guardrails. These rerun 2023 Star Ratings cut points serve as the basis for applying the guardrails for the 2024 Star Ratings.

**Part C Measures**

**Measure: C01 - Breast Cancer Screening**



Title	Description
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Description: Percent of female plan members aged 52-74 who had a mammogram during the past two years.

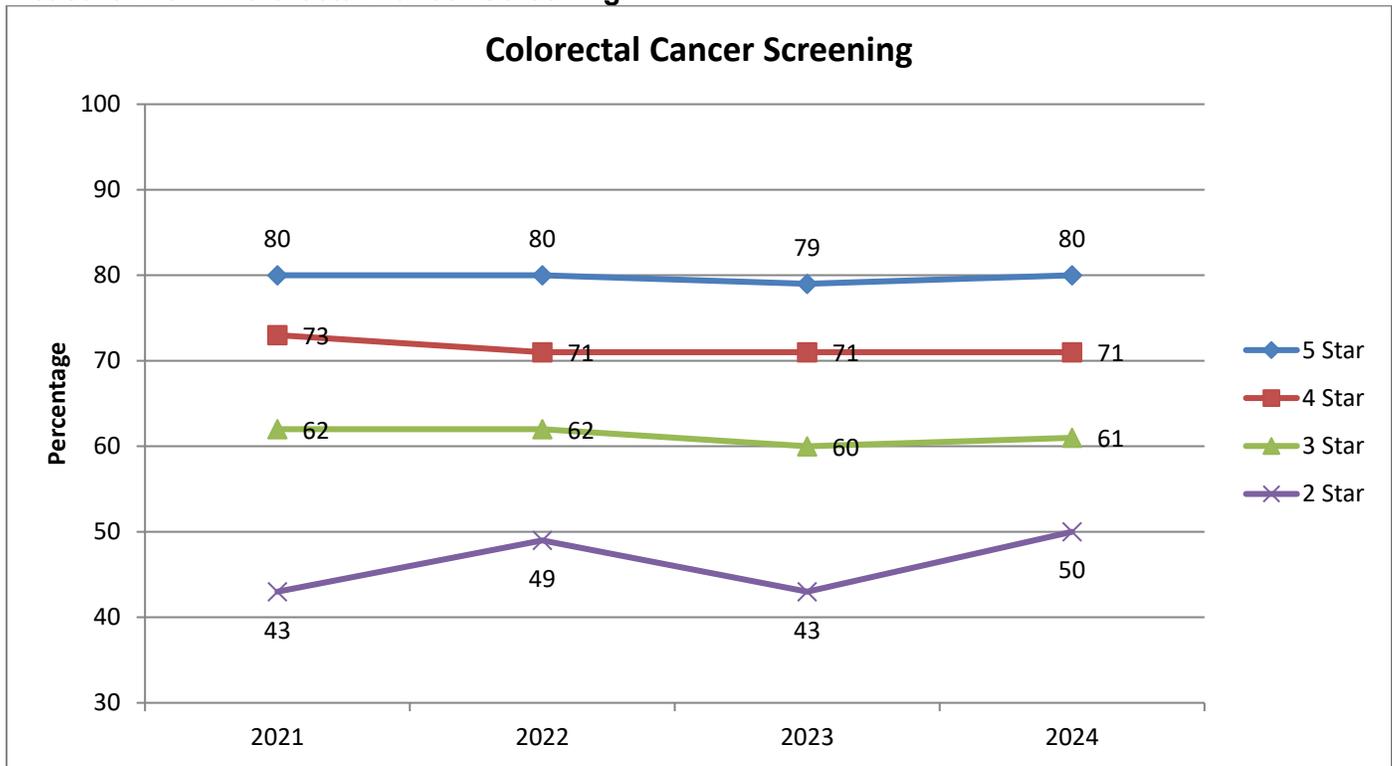
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 50%	>= 50% to < 66%	>= 66% to < 76%	>= 76% to < 83%	>= 83%
2022	< 42 %	>= 42 % to < 61 %	>= 61 % to < 69 %	>= 69 % to < 76 %	>= 76 %
2023	< 43 %	>= 43 % to < 62 %	>= 62 % to < 70 %	>= 70 % to < 77 %	>= 77 %
2024	< 52 %	>= 52 % to < 63 %	>= 63 % to < 71 %	>= 71 % to < 79 %	>= 79 %

**Measure: C02 - Colorectal Cancer Screening**



Title	Description
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Description: Percent of plan members aged 50-75 who had appropriate screening for colon cancer.

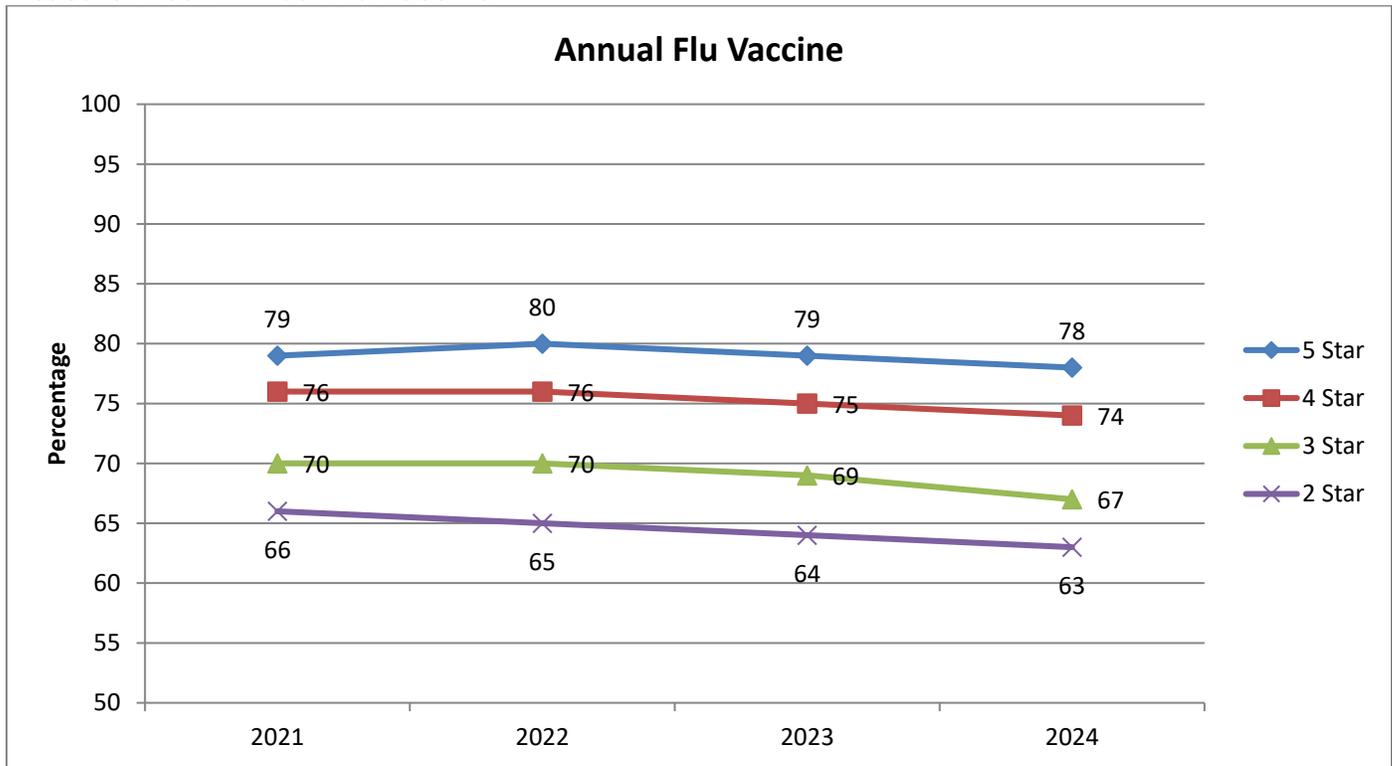
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 43%	>= 43% to < 62%	>= 62% to < 73%	>= 73% to < 80%	>= 80%
2022	< 49%	>= 49% to < 62%	>= 62% to < 71%	>= 71% to < 80%	>= 80%
2023	< 43%	>= 43% to < 60%	>= 60% to < 71%	>= 71% to < 79%	>= 79%
2024	< 50%	>= 50% to < 61%	>= 61% to < 71%	>= 71% to < 80%	>= 80%

**Measure: C03 - Annual Flu Vaccine**



Title	Description
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Description: Percent of plan members who got a vaccine (flu shot).

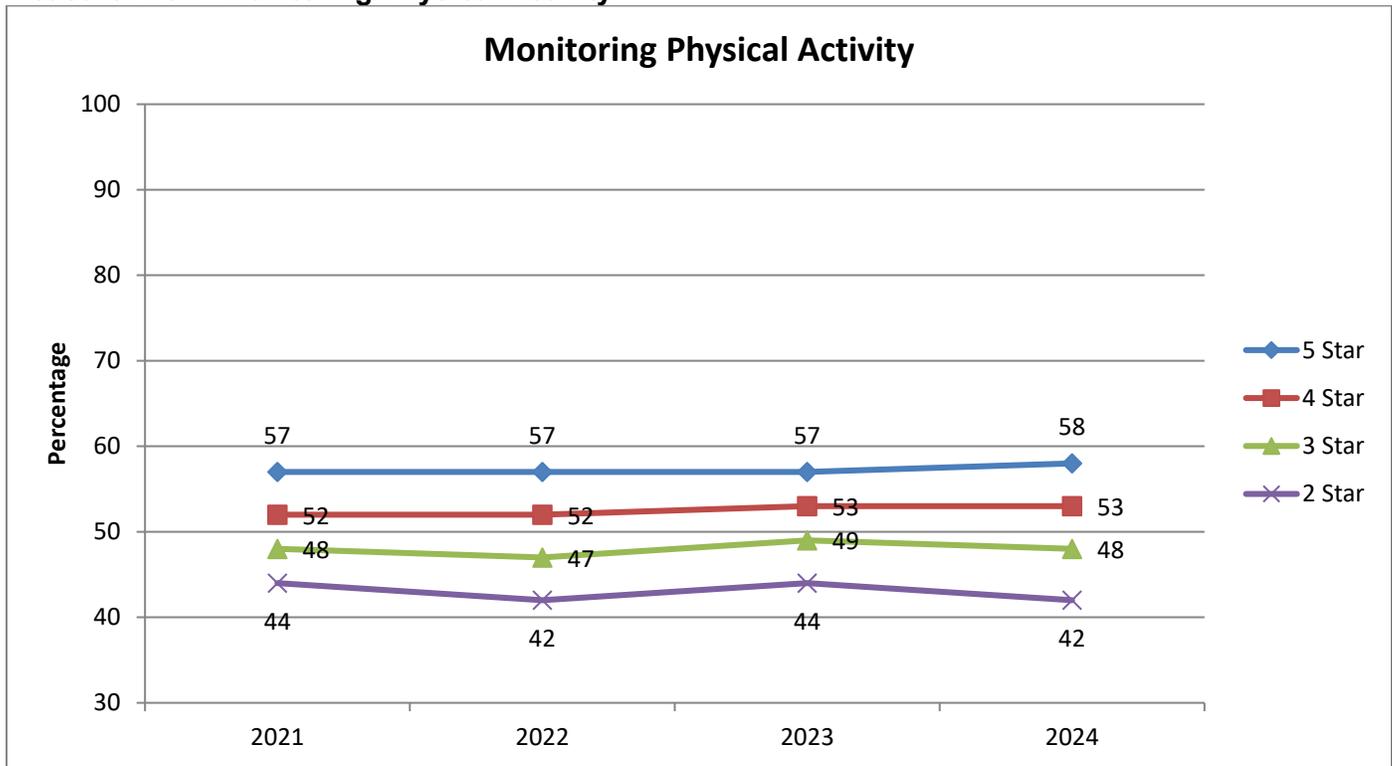
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
2021	< 66	>= 66 to < 70	>= 70 to < 76	>= 76 to < 79	>= 79
2022	< 65	>= 65 to < 70	>= 70 to < 76	>= 76 to < 80	>= 80
2023	< 64	>= 64 to < 69	>= 69 to < 75	>= 75 to < 79	>= 79
2024	< 63	>= 63 to < 67	>= 67 to < 74	>= 74 to < 78	>= 78

**Measure: C04 - Monitoring Physical Activity**



Title	Description
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Description: Percent of senior plan members who discussed exercise with their doctor and were advised to start, increase, or maintain their physical activity during the year.

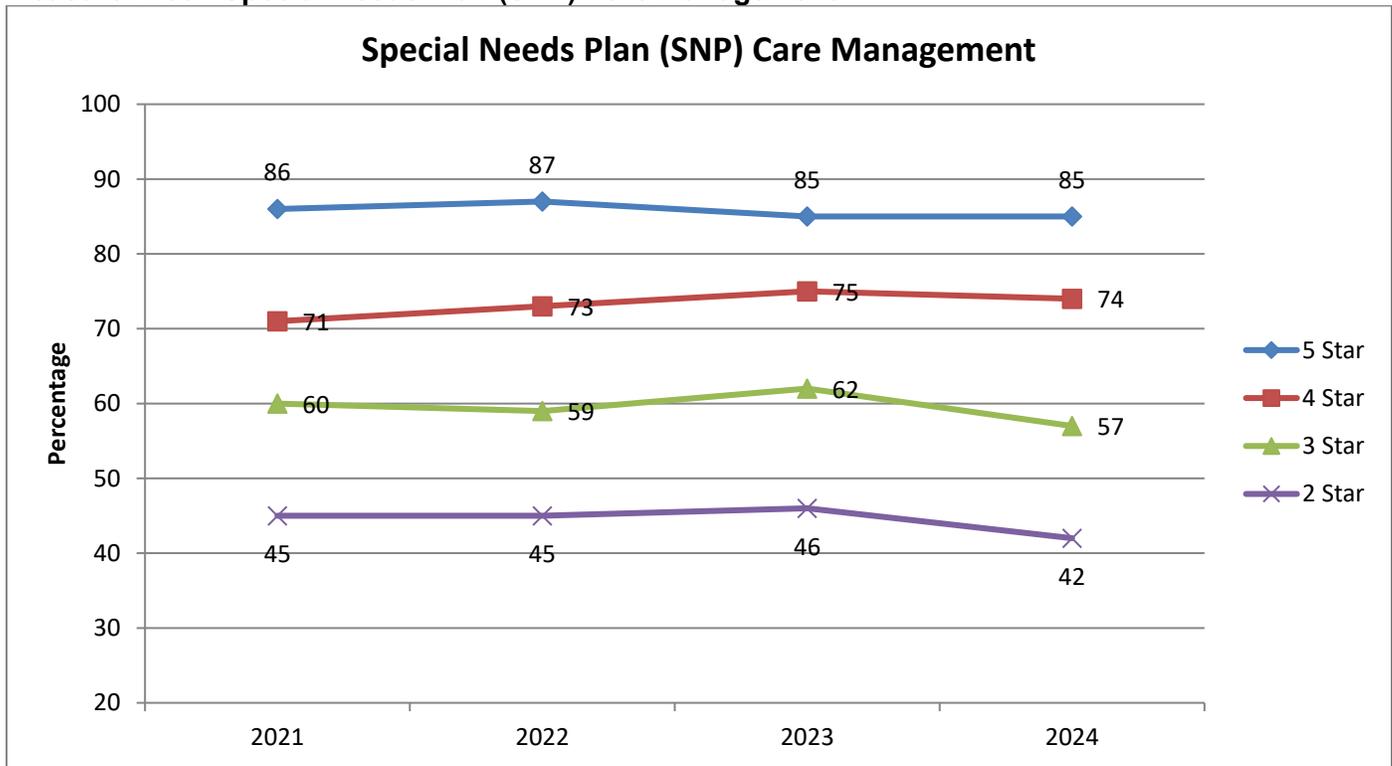
Data Source: HEDIS / HOS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 44 %	>= 44 % to < 48 %	>= 48 % to < 52 %	>= 52 % to < 57 %	>= 57 %
2022	< 42 %	>= 42 % to < 47 %	>= 47 % to < 52 %	>= 52 % to < 57 %	>= 57 %
2023	< 44 %	>= 44 % to < 49 %	>= 49 % to < 53 %	>= 53 % to < 57 %	>= 57 %
2024	< 42 %	>= 42 % to < 48 %	>= 48 % to < 53 %	>= 53 % to < 58 %	>= 58 %

**Measure: C05 - Special Needs Plan (SNP) Care Management**



Title	Description
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Description: Percent of members whose plan did an assessment of their health needs and risks in the past year. The results of this review are used to help the member get the care they need. (Medicare does not collect this information from all plans. Medicare collects it only for Special Needs Plans. These plans are a type of Medicare Advantage plan designed for certain people with Medicare. Some Special Needs Plans are for people with certain chronic diseases and conditions, some are for people who have both Medicare and Medicaid, and some are for people who live in an institution such as a nursing home.)

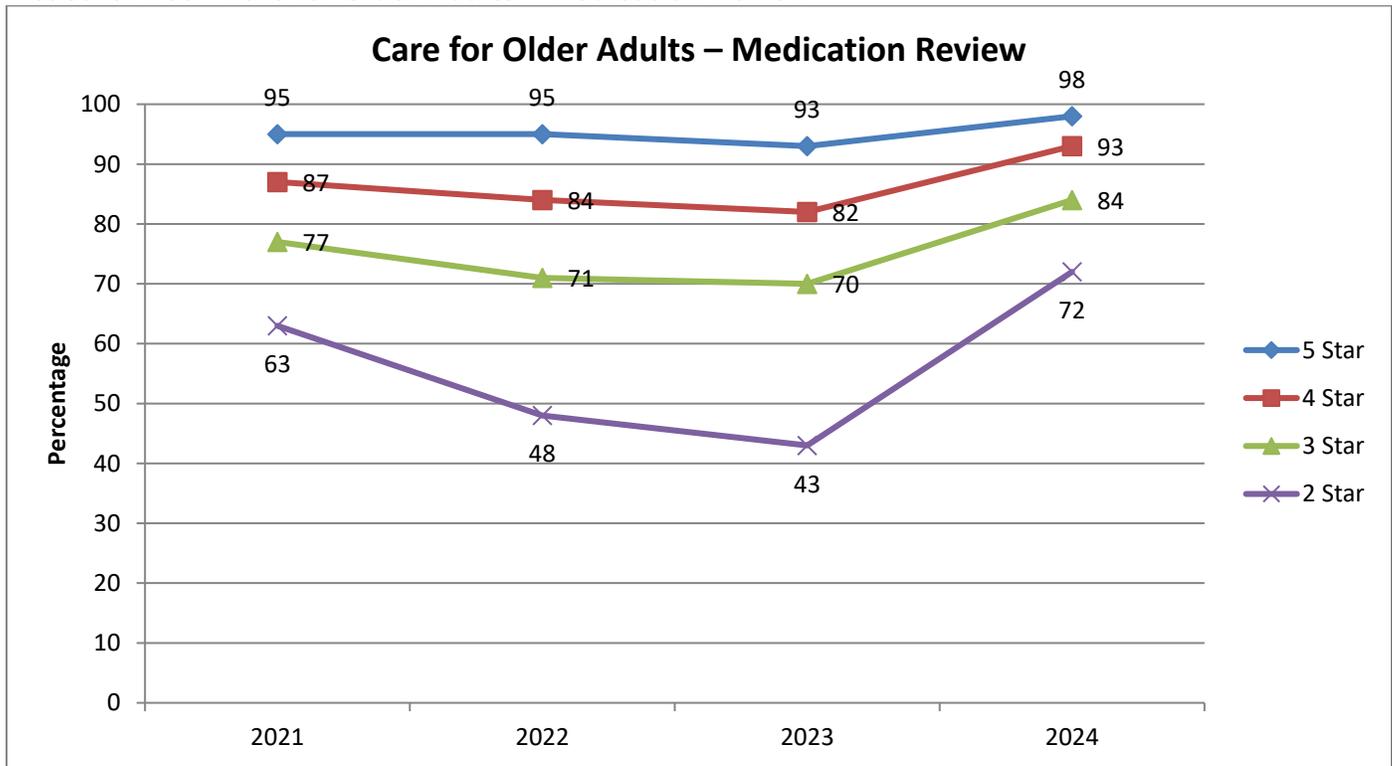
Data Source: Part C Plan Reporting

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 45 %	>= 45 % to < 60 %	>= 60 % to < 71 %	>= 71 % to < 86 %	>= 86 %
2022	< 45 %	>= 45 % to < 59 %	>= 59 % to < 73 %	>= 73 % to < 87 %	>= 87 %
2023	< 46 %	>= 46 % to < 62 %	>= 62 % to < 75 %	>= 75 % to < 85 %	>= 85 %
2024	< 42 %	>= 42 % to < 57 %	>= 57 % to < 74 %	>= 74 % to < 85 %	>= 85 %

**Measure: C06 - Care for Older Adults – Medication Review**



Title	Description
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Description: Percent of plan members whose doctor or clinical pharmacist reviewed a list of everything they take (prescription and non-prescription drugs, vitamins, herbal remedies, other supplements) at least once a year.  
 (Medicare does not collect this information from all plans. Medicare collects it only for Special Needs Plans. These plans are a type of Medicare Advantage plan designed for certain people with Medicare. Some Special Needs Plans are for people with certain chronic diseases and conditions, some are for people who have both Medicare and Medicaid, and some are for people who live in an institution such as a nursing home.)

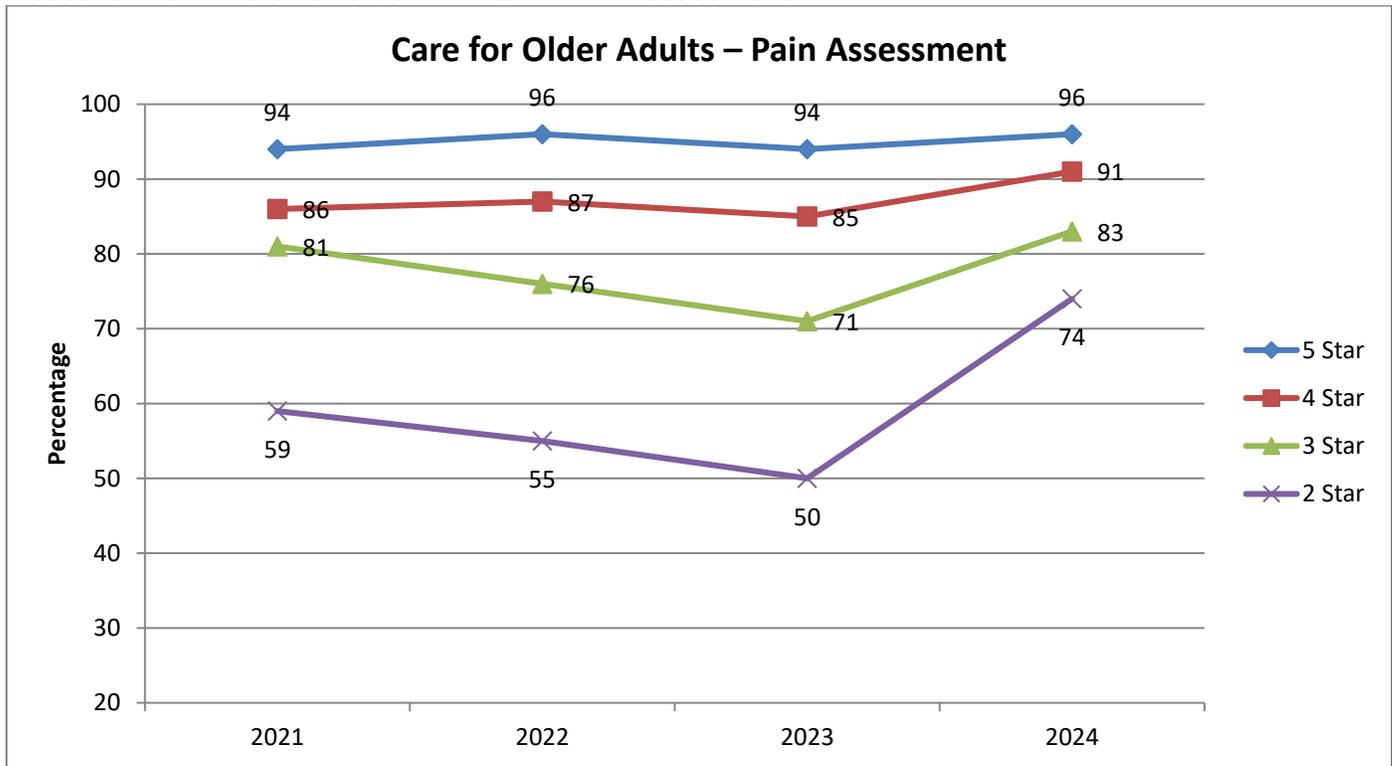
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 63%	>= 63% to < 77%	>= 77% to < 87%	>= 87% to < 95%	>= 95%
2022	< 48%	>= 48 % to < 71 %	>= 71 % to < 84 %	>= 84 % to < 95 %	>= 95 %
2023	< 43 %	>= 43 % to < 70 %	>= 70 % to < 82 %	>= 82 % to < 93 %	>= 93 %
2024	< 72 %	>= 72 % to < 84 %	>= 84 % to < 93 %	>= 93 % to < 98 %	>= 98 %

**Measure: C07 - Care for Older Adults – Pain Assessment**



Title	Description
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Description: Percent of plan members who had a pain screening at least once during the year. (Medicare does not collect this information from all plans. Medicare collects it only for Special Needs Plans. These plans are a type of Medicare Advantage plan designed for certain people with Medicare. Some Special Needs Plans are for people with certain chronic diseases and conditions, some are for people who have both Medicare and Medicaid, and some are for people who live in an institution such as a nursing home.)

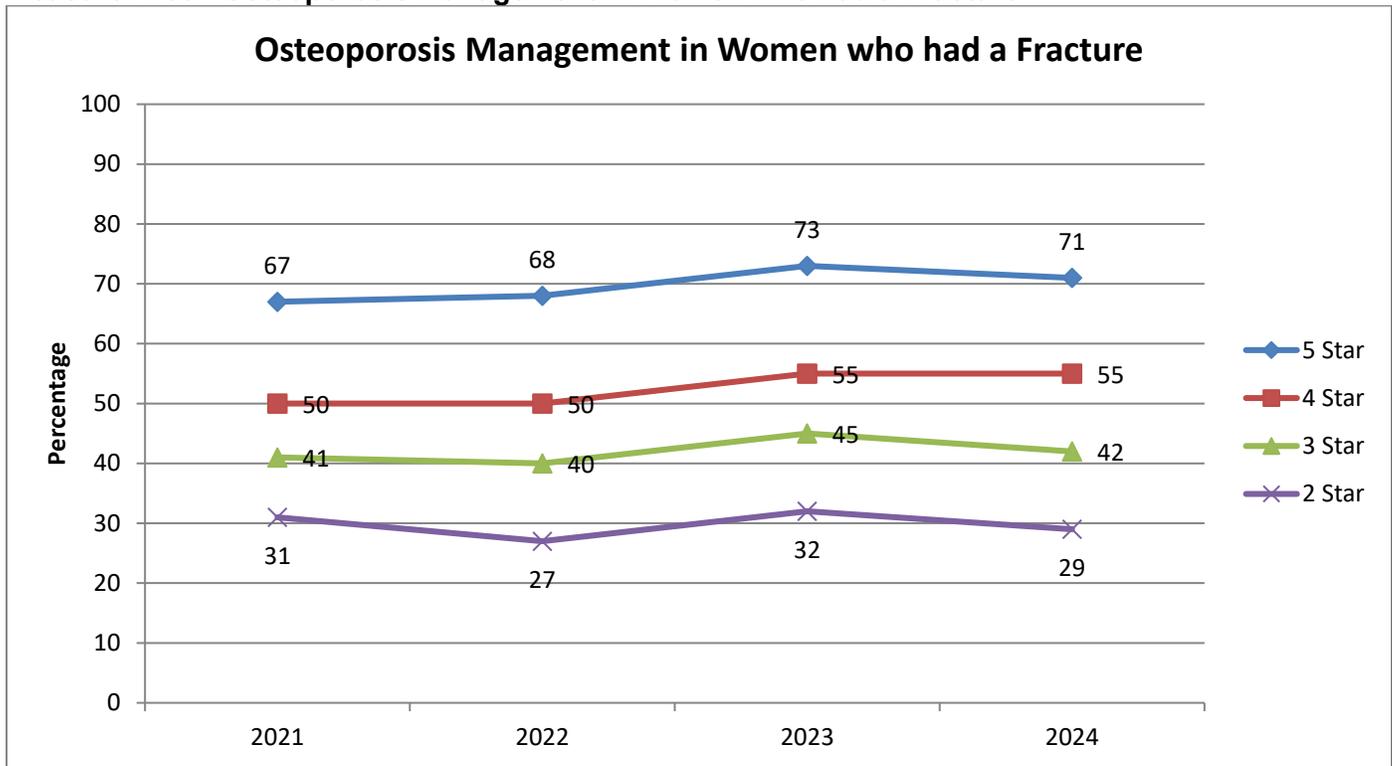
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 59%	>= 59% to < 81%	>= 81% to < 86%	>= 86% to < 94%	>= 94%
2022	< 55 %	>= 55 % to < 76 %	>= 76 % to < 87 %	>= 87 % to < 96 %	>= 96 %
2023	< 50 %	>= 50 % to < 71 %	>= 71 % to < 85 %	>= 85 % to < 94 %	>= 94 %
2024	< 74 %	>= 74 % to < 83 %	>= 83 % to < 91 %	>= 91 % to < 96 %	>= 96 %

**Measure: C08 - Osteoporosis Management in Women who had a Fracture**



Title	Description
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Description: Percent of female plan members who broke a bone and got screening or treatment for osteoporosis within 6 months.

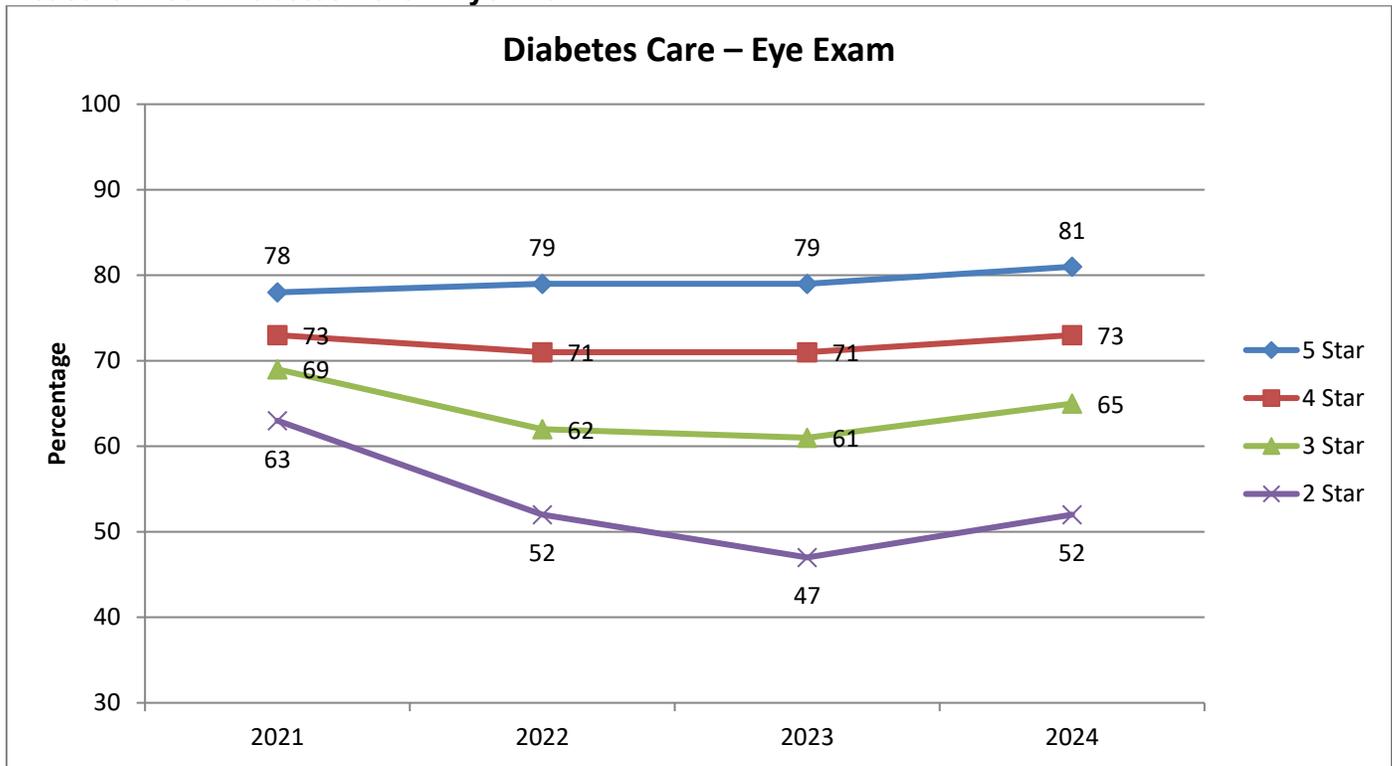
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 31%	>= 31% to < 41%	>= 41% to < 50%	>= 50% to < 67%	>= 67%
2022	< 27%	>= 27% to < 40%	>= 40% to < 50%	>= 50% to < 68%	>= 68%
2023	< 32%	>= 32% to < 45%	>= 45% to < 55%	>= 55% to < 73%	>= 73%
2024	< 29%	>= 29% to < 42%	>= 42% to < 55%	>= 55% to < 71%	>= 71%

**Measure: C09 - Diabetes Care – Eye Exam**



Title	Description
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Description: Percent of plan members with diabetes who had an eye exam to check for damage from diabetes during the year.

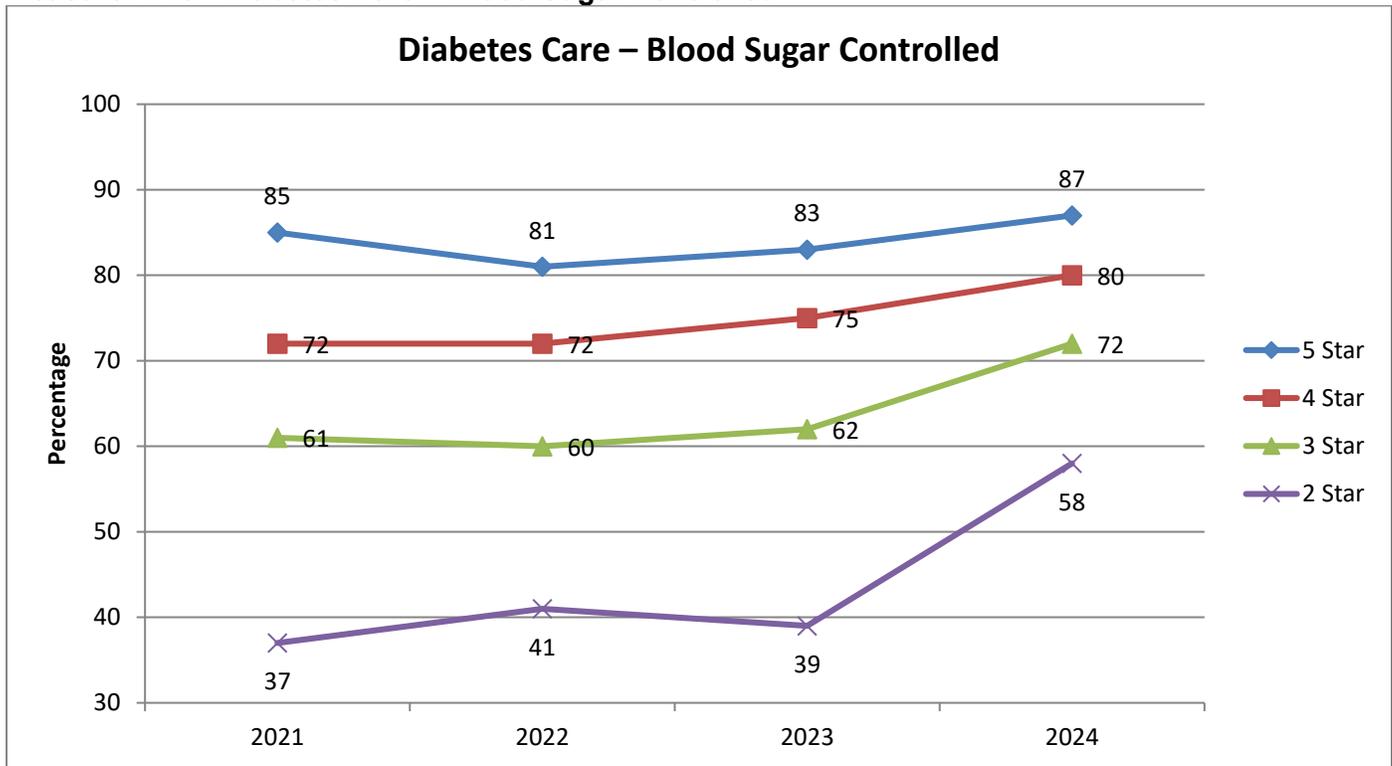
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 63%	>= 63% to < 69%	>= 69% to < 73%	>= 73% to < 78%	>= 78%
2022	< 52 %	>= 52 % to < 62 %	>= 62 % to < 71 %	>= 71 % to < 79 %	>= 79 %
2023	< 47 %	>= 47 % to < 61 %	>= 61 % to < 71 %	>= 71 % to < 79 %	>= 79 %
2024	< 52 %	>= 52 % to < 65 %	>= 65 % to < 73 %	>= 73 % to < 81 %	>= 81 %

**Measure: C10 - Diabetes Care – Blood Sugar Controlled**



Title	Description
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Description: Percent of plan members with diabetes who had an A1C lab test during the year that showed their average blood sugar is under control.

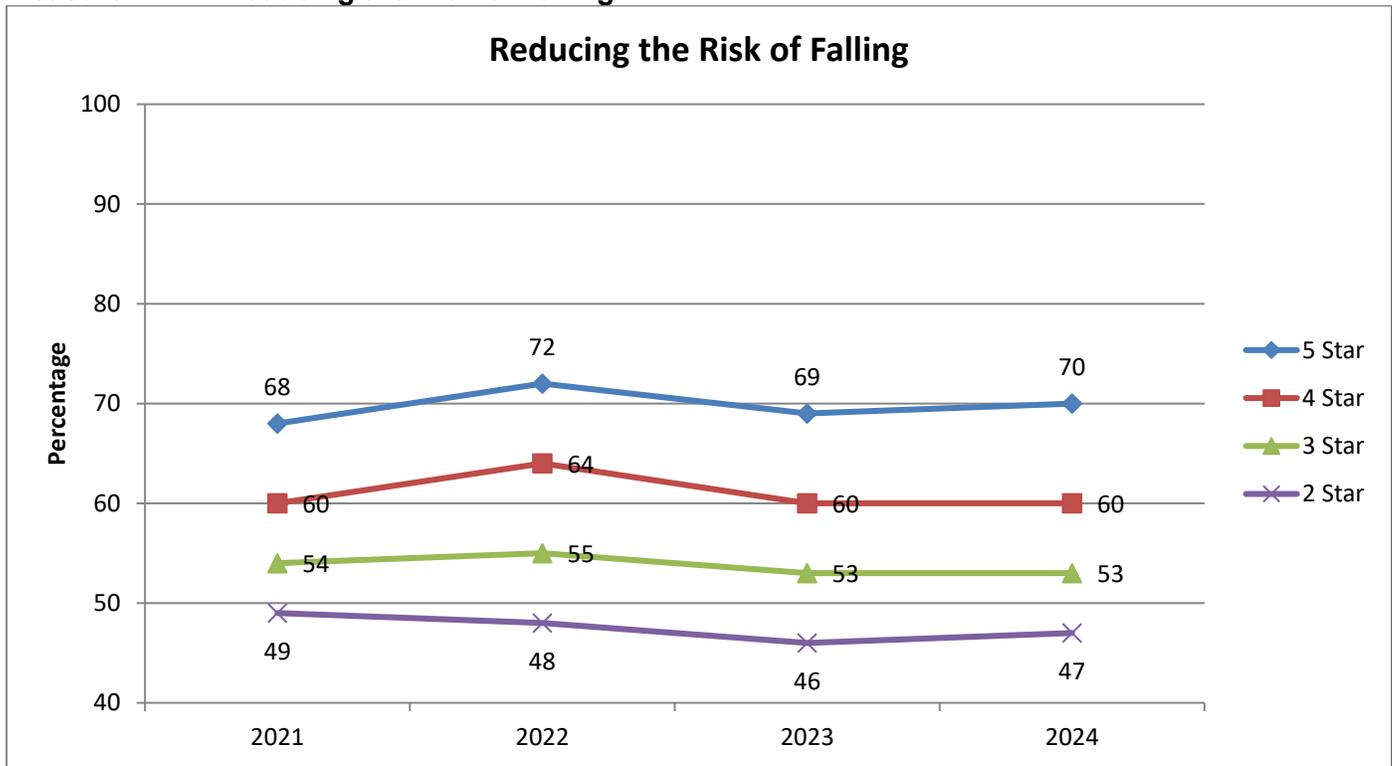
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 37%	>= 37% to < 61%	>= 61% to < 72%	>= 72% to < 85%	>= 85%
2022	< 41%	>= 41% to < 60%	>= 60% to < 72%	>= 72% to < 81%	>= 81%
2023	< 39%	>= 39% to < 62%	>= 62% to < 75%	>= 75% to < 83%	>= 83%
2024	< 58%	>= 58% to < 72%	>= 72% to < 80%	>= 80% to < 87%	>= 87%

**Measure: C12 - Reducing the Risk of Falling**



Title	Description
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Description: Percent of plan members with a problem falling, walking, or balancing who discussed it with their doctor and received a recommendation for how to prevent falls during the year.

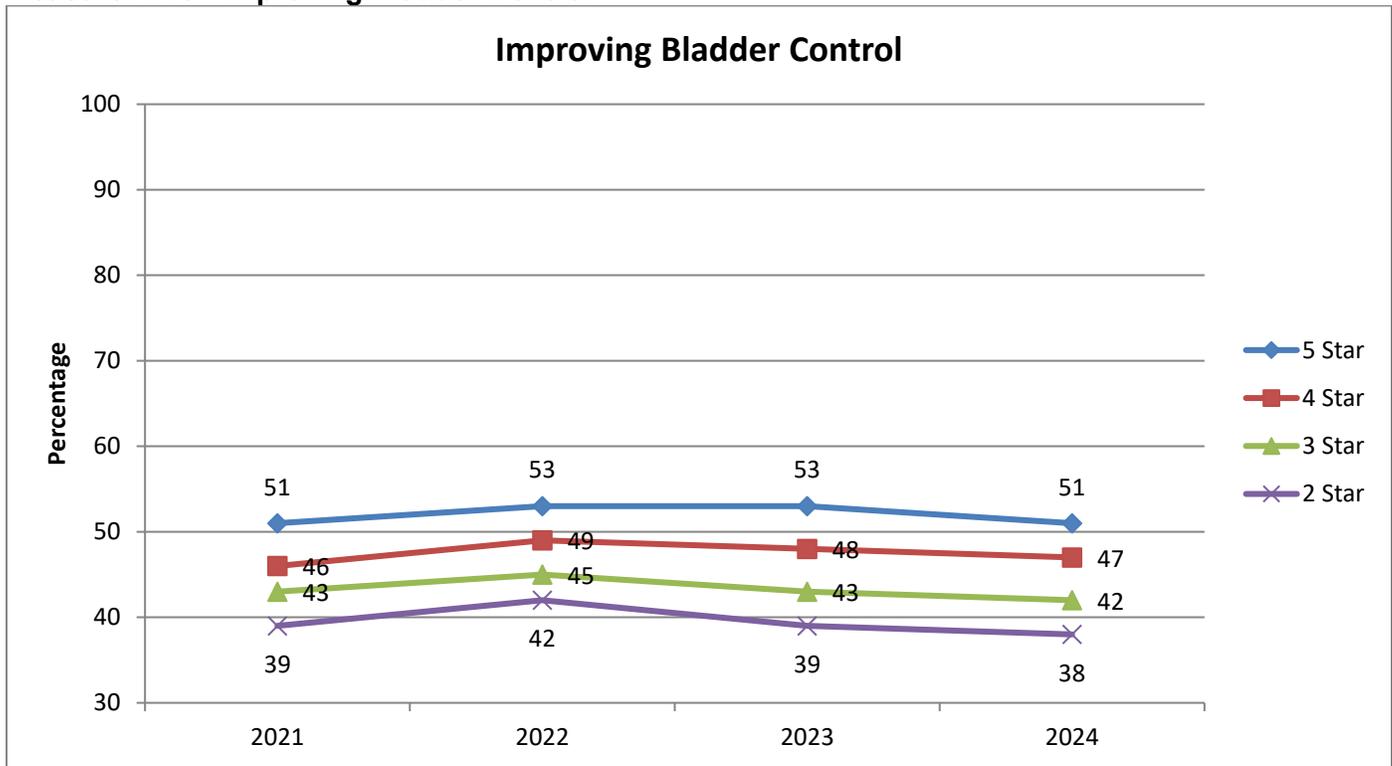
Data Source: HEDIS / HOS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 49 %	>= 49 % to < 54 %	>= 54 % to < 60 %	>= 60 % to < 68 %	>= 68 %
2022	< 48 %	>= 48 % to < 55 %	>= 55 % to < 64 %	>= 64 % to < 72 %	>= 72 %
2023	< 46 %	>= 46 % to < 53 %	>= 53 % to < 60 %	>= 60 % to < 69 %	>= 69 %
2024	< 47 %	>= 47 % to < 53 %	>= 53 % to < 60 %	>= 60 % to < 70 %	>= 70 %

**Measure: C13 - Improving Bladder Control**



Title	Description
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Description: Percent of plan members with a urine leakage problem in the past 6 months who discussed treatment options with a provider.

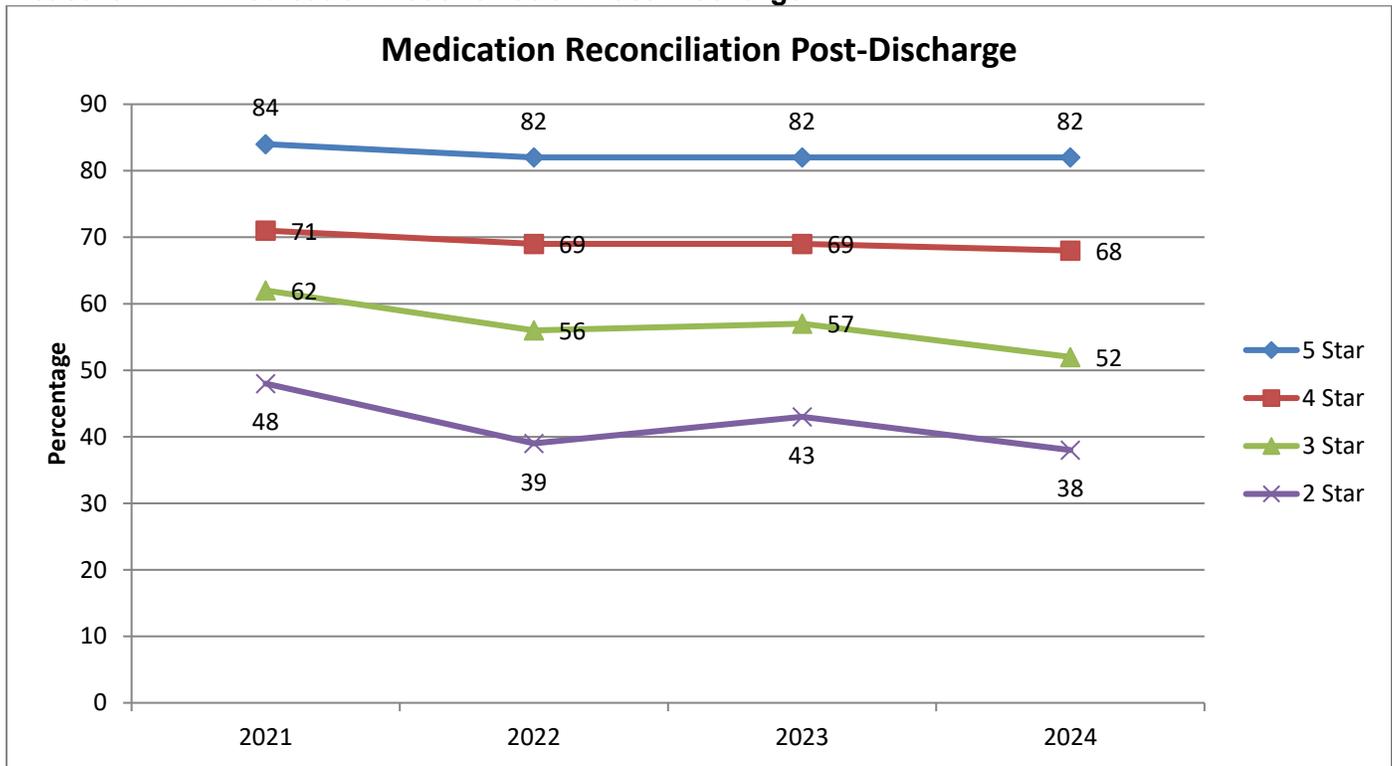
Data Source: HEDIS / HOS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 39 %	>= 39 % to < 43 %	>= 43 % to < 46 %	>= 46 % to < 51 %	>= 51 %
2022	< 42 %	>= 42 % to < 45 %	>= 45 % to < 49 %	>= 49 % to < 53 %	>= 53 %
2023	< 39 %	>= 39 % to < 43 %	>= 43 % to < 48 %	>= 48 % to < 53 %	>= 53 %
2024	< 38 %	>= 38 % to < 42 %	>= 42 % to < 47 %	>= 47 % to < 51 %	>= 51 %

**Measure: C14 - Medication Reconciliation Post-Discharge**



Title	Description
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Description: This shows the percent of plan members whose medication records were updated within 30 days after leaving the hospital. To update the record, a doctor or other health care professional looks at the new medications prescribed in the hospital and compares them with the other medications the patient takes. Updating medication records can help to prevent errors that can occur when medications are changed.

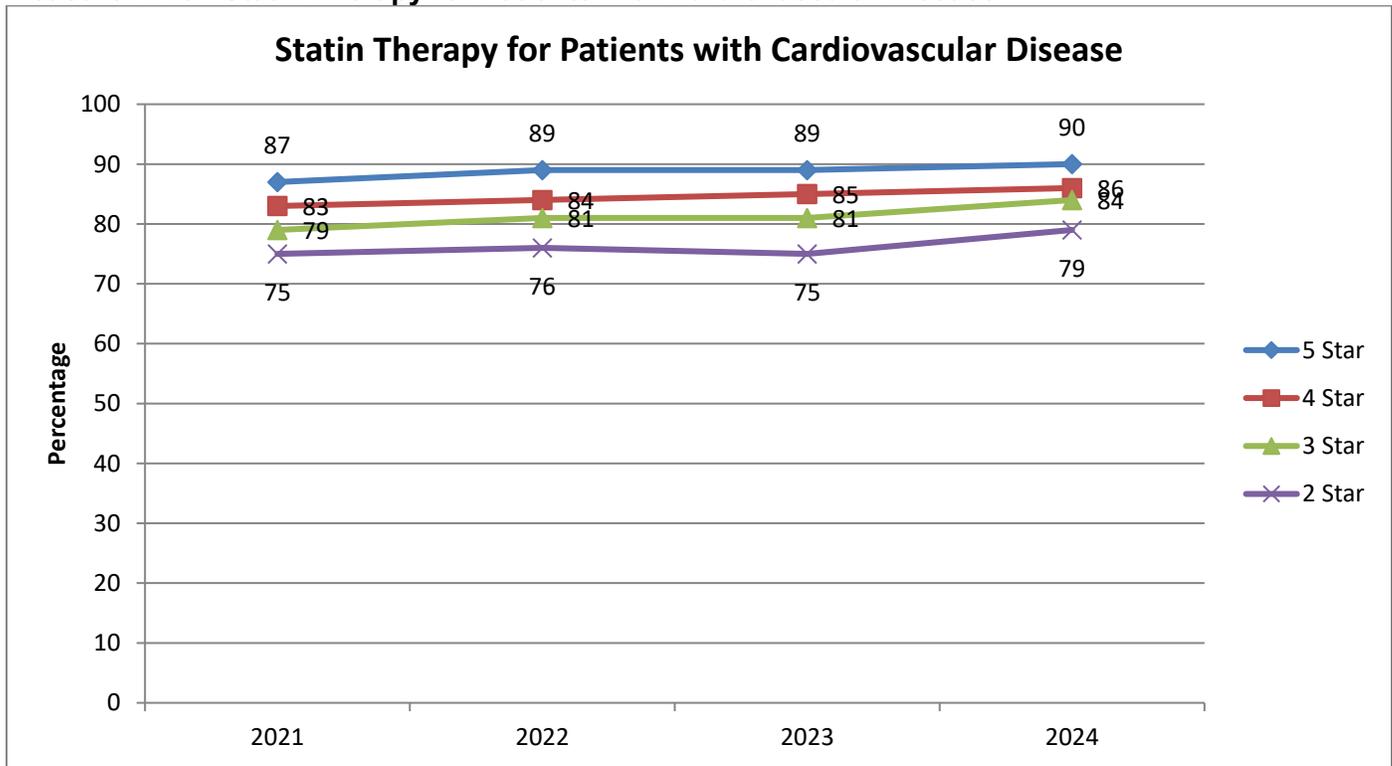
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 48%	>= 48% to < 62%	>= 62% to < 71%	>= 71% to < 84%	>= 84%
2022	< 39 %	>= 39 % to < 56 %	>= 56 % to < 69 %	>= 69 % to < 82 %	>= 82 %
2023	< 43 %	>= 43 % to < 57 %	>= 57 % to < 69 %	>= 69 % to < 82 %	>= 82 %
2024	< 38 %	>= 38 % to < 52 %	>= 52 % to < 68 %	>= 68 % to < 82 %	>= 82 %

**Measure: C16 - Statin Therapy for Patients with Cardiovascular Disease**



Title	Description
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Description: This rating is based on the percent of plan members with heart disease who get the right type of cholesterol-lowering drugs. Health plans can help make sure their members are prescribed medications that are more effective for them.

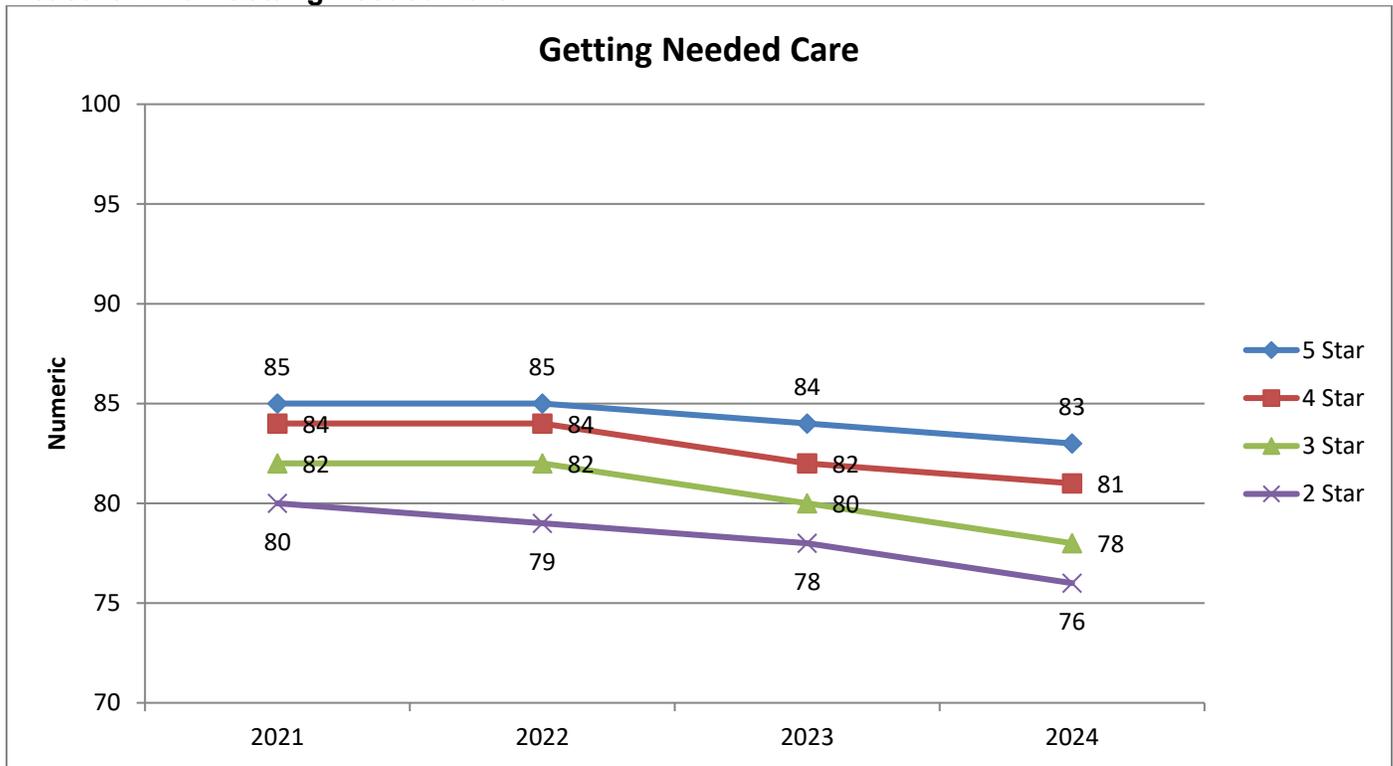
Data Source: HEDIS

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 75%	>= 75% to < 79%	>= 79% to < 83%	>= 83% to < 87%	>= 87%
2022	< 76 %	>= 76 % to < 81 %	>= 81 % to < 84 %	>= 84 % to < 89 %	>= 89 %
2023	< 75 %	>= 75 % to < 81 %	>= 81 % to < 85 %	>= 85 % to < 89 %	>= 89 %
2024	< 79 %	>= 79 % to < 84 %	>= 84 % to < 86 %	>= 86 % to < 90 %	>= 90 %

**Measure: C19 - Getting Needed Care**



Title	Description
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Description: Percent of the best possible score the plan earned on how easy it is for members to get needed care, including care from specialists.

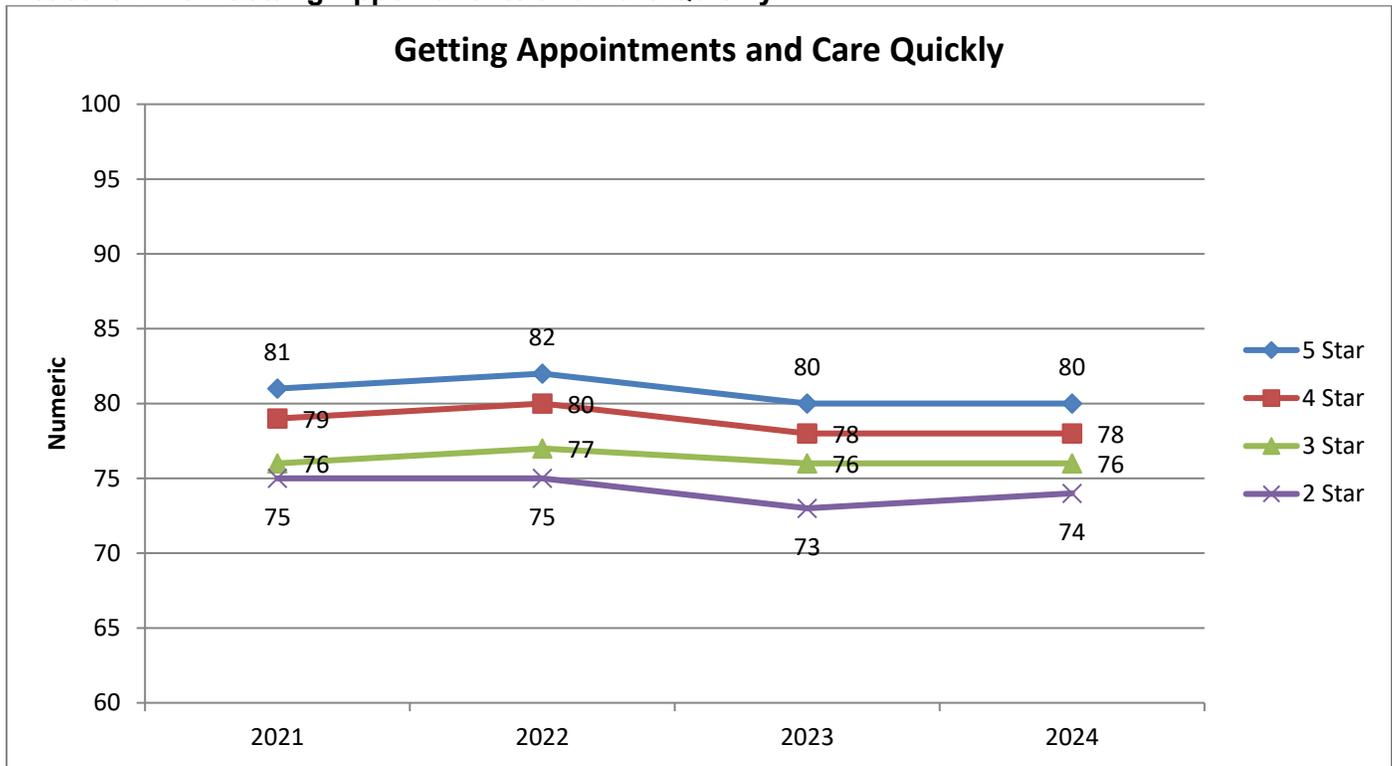
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
2021	< 80	>= 80 to < 82	>= 82 to < 84	>= 84 to < 85	>= 85
2022	< 79	>= 79 to < 82	>= 82 to < 84	>= 84 to < 85	>= 85
2023	< 78	>= 78 to < 80	>= 80 to < 82	>= 82 to < 84	>= 84
2024	< 76	>= 76 to < 78	>= 78 to < 81	>= 81 to < 83	>= 83

**Measure: C20 - Getting Appointments and Care Quickly**



Title	Description
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Description: Percent of the best possible score the plan earned on how quickly members get appointments and care.

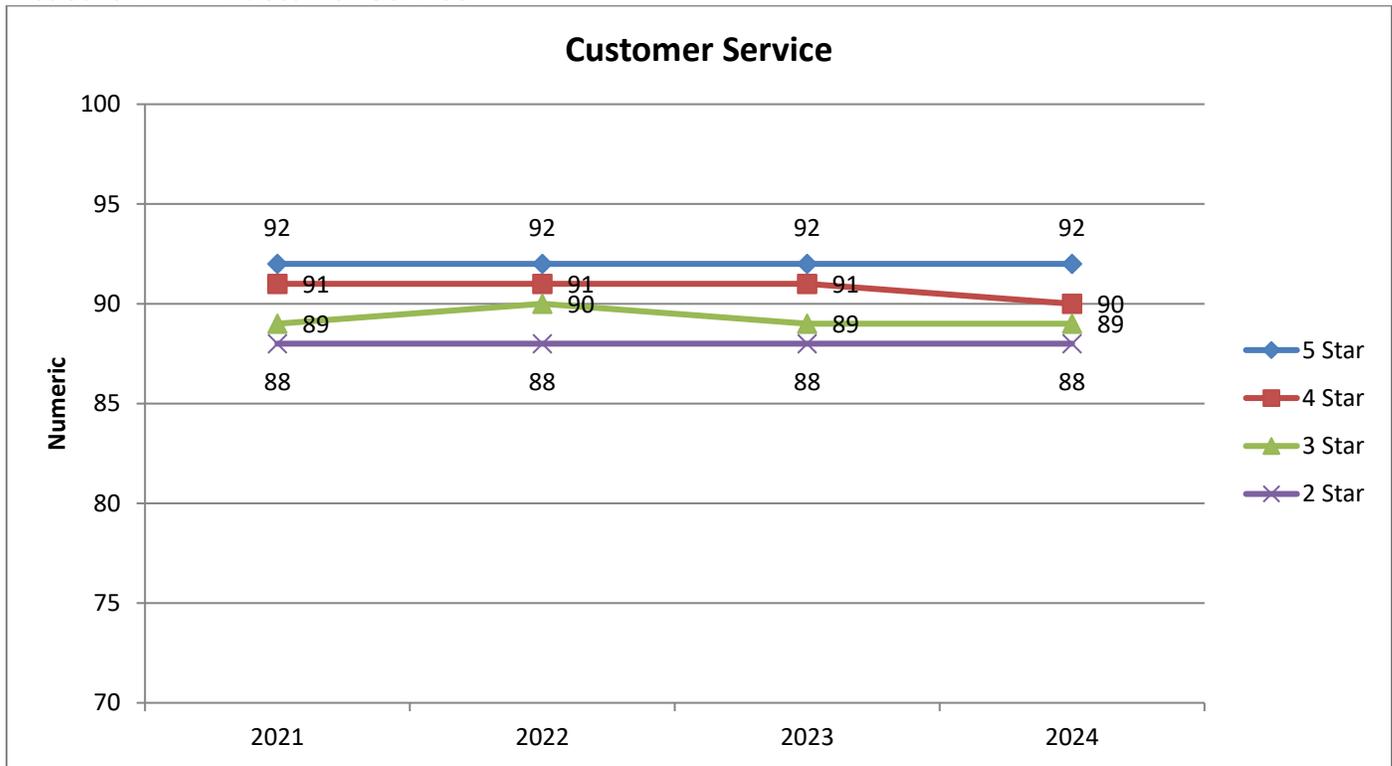
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
2021	< 75	>= 75 to < 76	>= 76 to < 79	>= 79 to < 81	>= 81
2022	< 75	>= 75 to < 77	>= 77 to < 80	>= 80 to < 82	>= 82
2023	< 73	>= 73 to < 76	>= 76 to < 78	>= 78 to < 80	>= 80
2024	< 74	>= 74 to < 76	>= 76 to < 78	>= 78 to < 80	>= 80

**Measure: C21 - Customer Service**



Title	Description
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Description: Percent of the best possible score the plan earned on how easy it is for members to get information and help from the plan when needed.

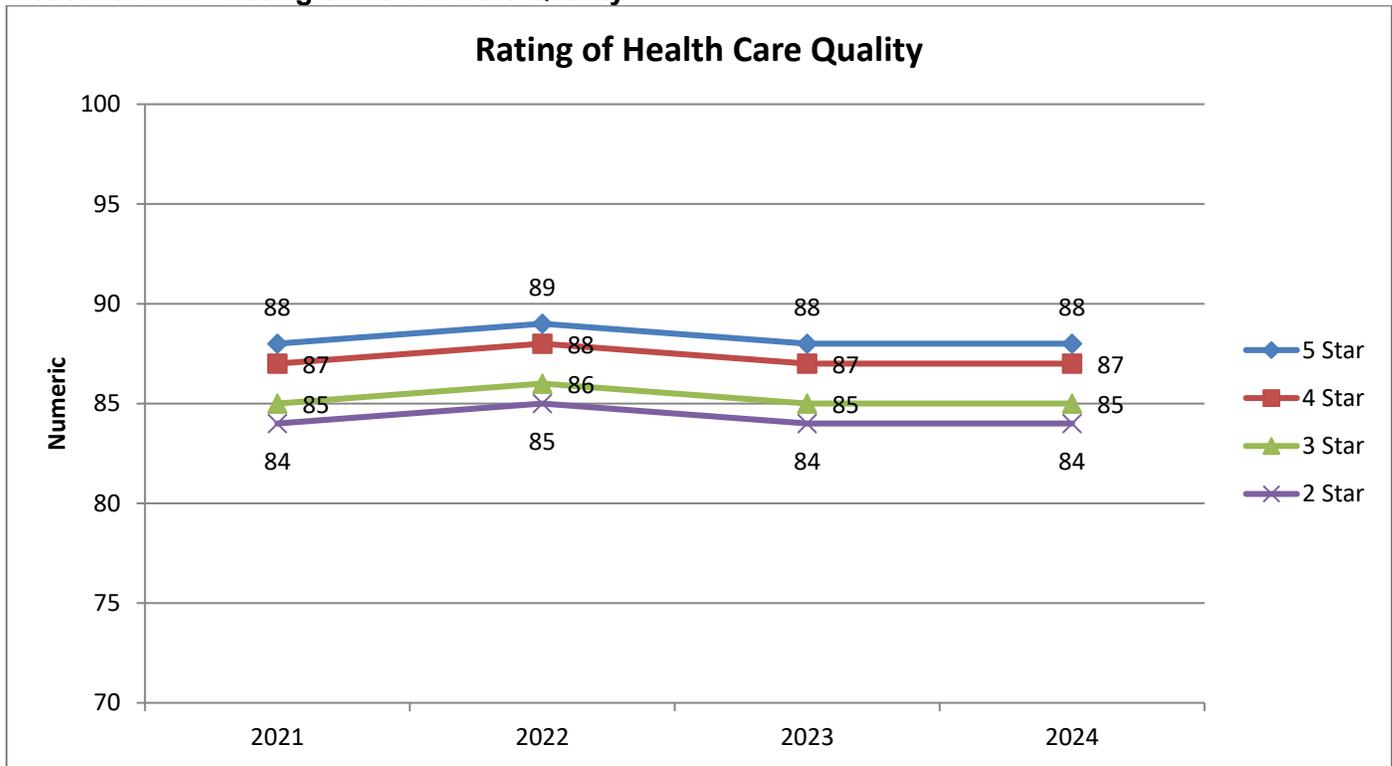
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
2021	< 88	>= 88 to < 89	>= 89 to < 91	>= 91 to < 92	>= 92
2022	< 88	>= 88 to < 90	>= 90 to < 91	>= 91 to < 92	>= 92
2023	< 88	>= 88 to < 89	>= 89 to < 91	>= 91 to < 92	>= 92
2024	< 88	>= 88 to < 89	>= 89 to < 90	>= 90 to < 92	>= 92

**Measure: C22 - Rating of Health Care Quality**



Title	Description
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Description: Percent of the best possible score the plan earned from members who rated the quality of the health care they received.

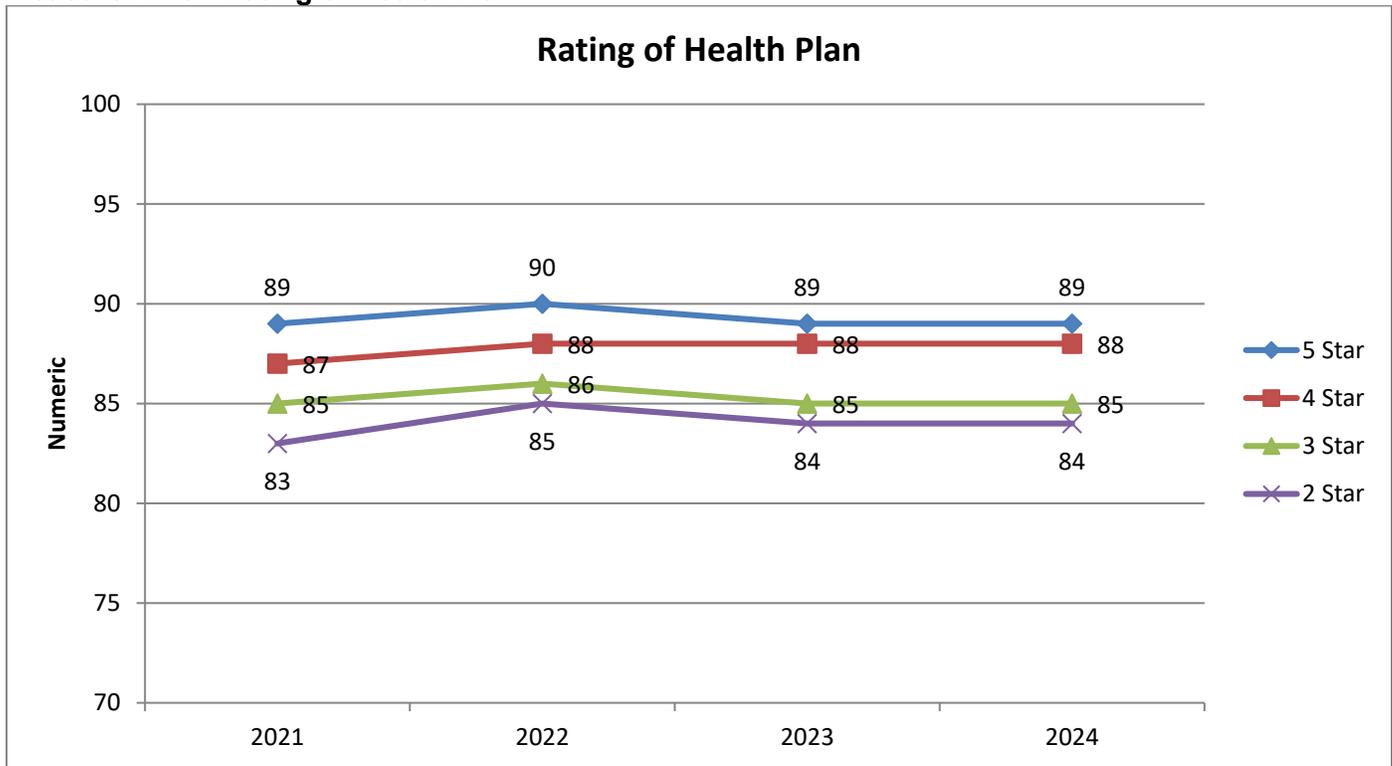
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
2021	< 84	>= 84 to < 85	>= 85 to < 87	>= 87 to < 88	>= 88
2022	< 85	>= 85 to < 86	>= 86 to < 88	>= 88 to < 89	>= 89
2023	< 84	>= 84 to < 85	>= 85 to < 87	>= 87 to < 88	>= 88
2024	< 84	>= 84 to < 85	>= 85 to < 87	>= 87 to < 88	>= 88

**Measure: C23 - Rating of Health Plan**



Title	Description
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Description: Percent of the best possible score the plan earned from members who rated the health plan.

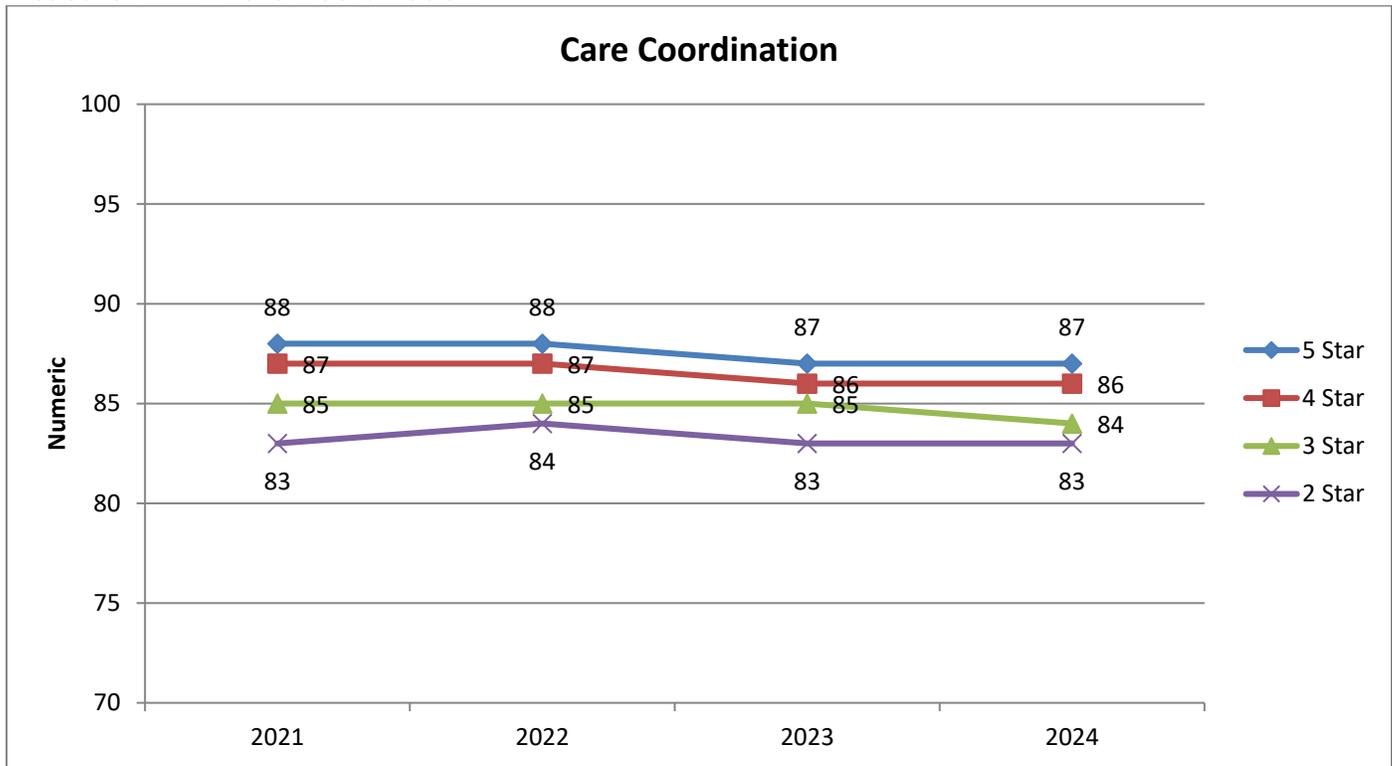
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
2021	< 83	>= 83 to < 85	>= 85 to < 87	>= 87 to < 89	>= 89
2022	< 85	>= 85 to < 86	>= 86 to < 88	>= 88 to < 90	>= 90
2023	< 84	>= 84 to < 85	>= 85 to < 88	>= 88 to < 89	>= 89
2024	< 84	>= 84 to < 85	>= 85 to < 88	>= 88 to < 89	>= 89

**Measure: C24 - Care Coordination**



Title	Description
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Description: Percent of the best possible score the plan earned on how well the plan coordinates members' care. (This includes whether doctors had the records and information they needed about members' care and how quickly members got their test results.)

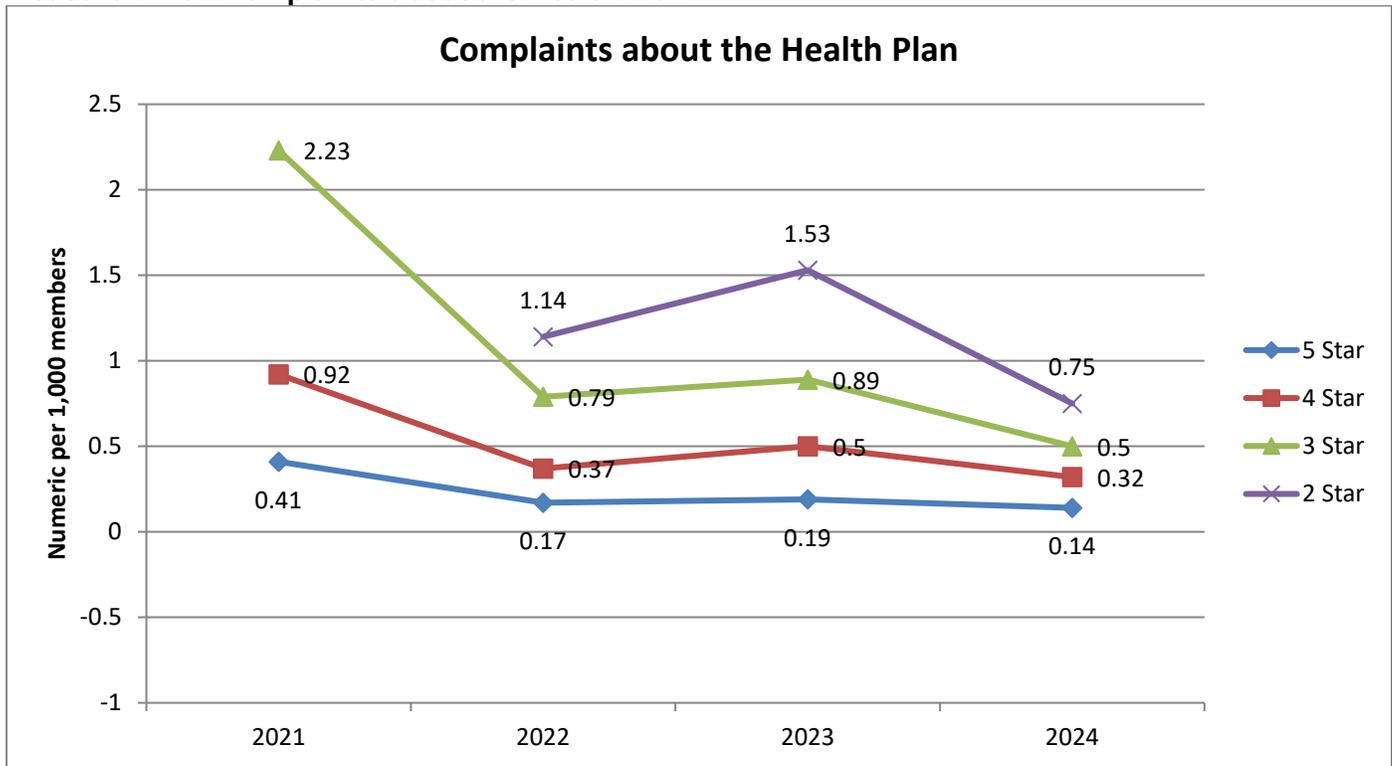
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
2021	< 83	>= 83 to < 85	>= 85 to < 87	>= 87 to < 88	>= 88
2022	< 84	>= 84 to < 85	>= 85 to < 87	>= 87 to < 88	>= 88
2023	< 83	>= 83 to < 85	>= 85 to < 86	>= 86 to < 87	>= 87
2024	< 83	>= 83 to < 84	>= 84 to < 86	>= 86 to < 87	>= 87

**Measure: C25 - Complaints about the Health Plan**



Title	Description
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Description: Rate of complaints filed with Medicare about the health plan.

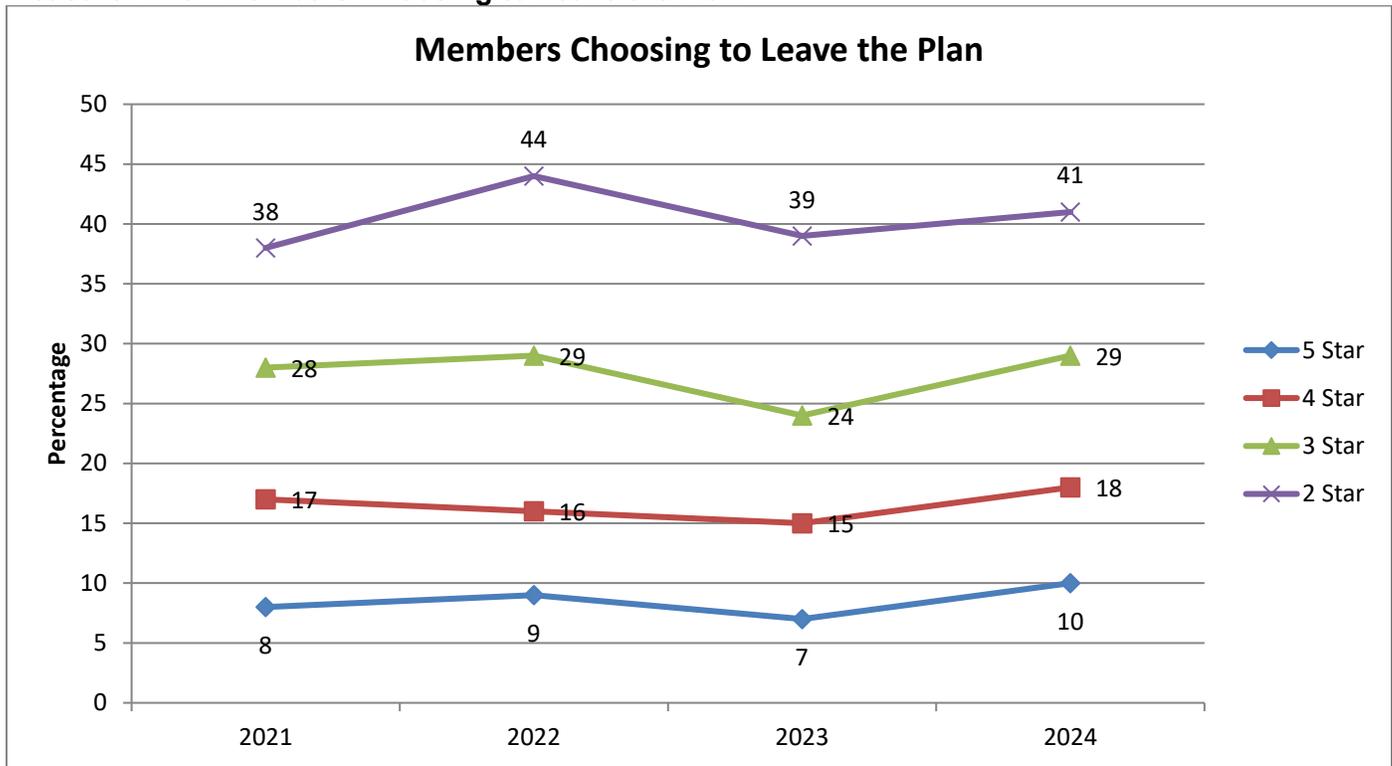
Data Source: Complaints Tracking Module (CTM)

General Trend: Lower is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	NA	NA	> 0.92 to <= 2.23	> 0.41 to <= 0.92	<= 0.41
2022	> 1.14	> 0.79 to <= 1.14	> 0.37 to <= 0.79	> 0.17 to <= 0.37	<= 0.17
2023	> 1.53	> 0.89 to <= 1.53	> 0.5 to <= 0.89	> 0.19 to <= 0.5	<= 0.19
2024	> 0.75	> 0.5 to <= 0.75	> 0.32 to <= 0.5	> 0.14 to <= 0.32	<= 0.14

**Measure: C26 - Members Choosing to Leave the Plan**



Title	Description
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Description: Percent of plan members who chose to leave the plan.

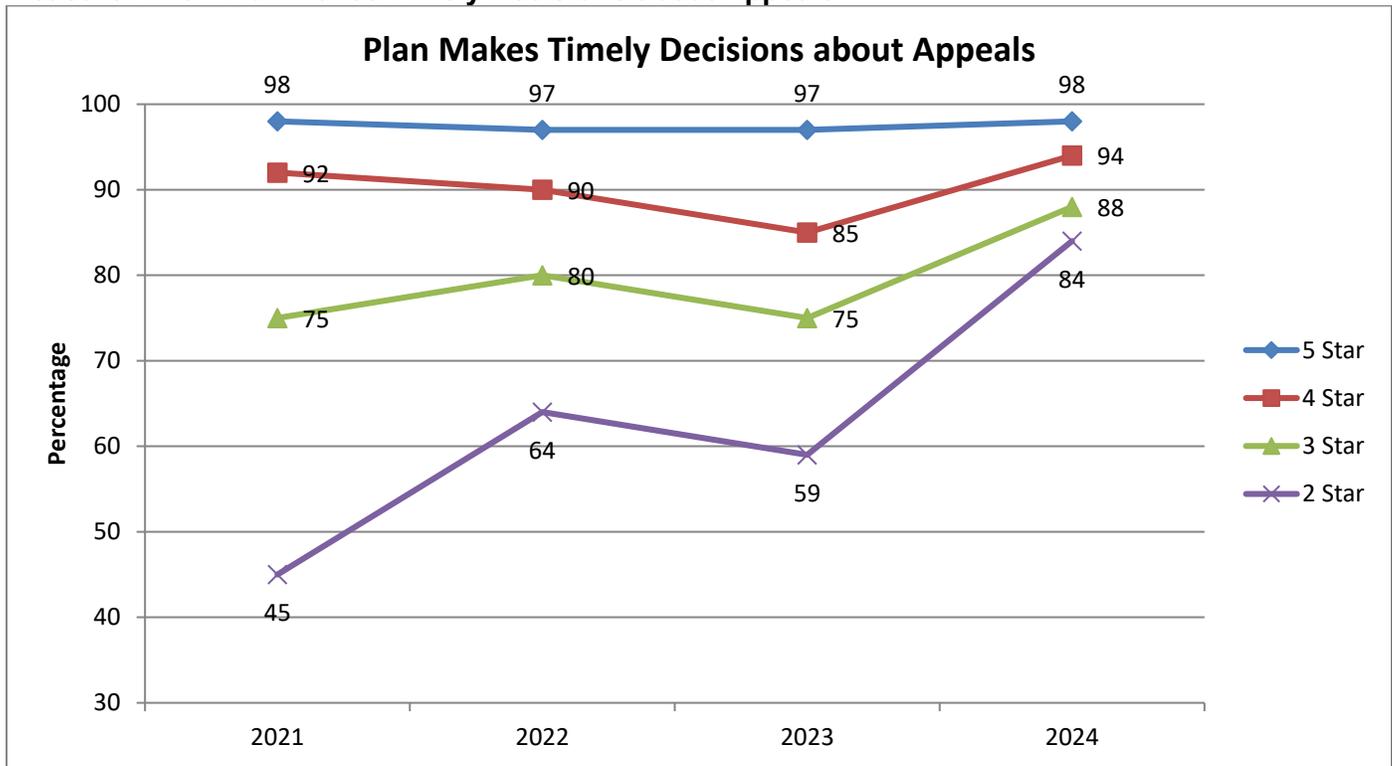
Data Source: MBDSS

General Trend: Lower is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	> 38 %	> 28 % to <= 38 %	> 17 % to <= 28 %	> 8 % to <= 17 %	<= 8 %
2022	> 44 %	> 29 % to <= 44 %	> 16 % to <= 29 %	> 9 % to <= 16 %	<= 9 %
2023	> 39 %	> 24 % to <= 39 %	> 15 % to <= 24 %	> 7 % to <= 15 %	<= 7 %
2024	> 41 %	> 29 % to <= 41 %	> 18 % to <= 29 %	> 10 % to <= 18 %	<= 10 %

**Measure: C28 - Plan Makes Timely Decisions about Appeals**



Title	Description
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Description: This rating shows how fast a plan sends information for an independent review.

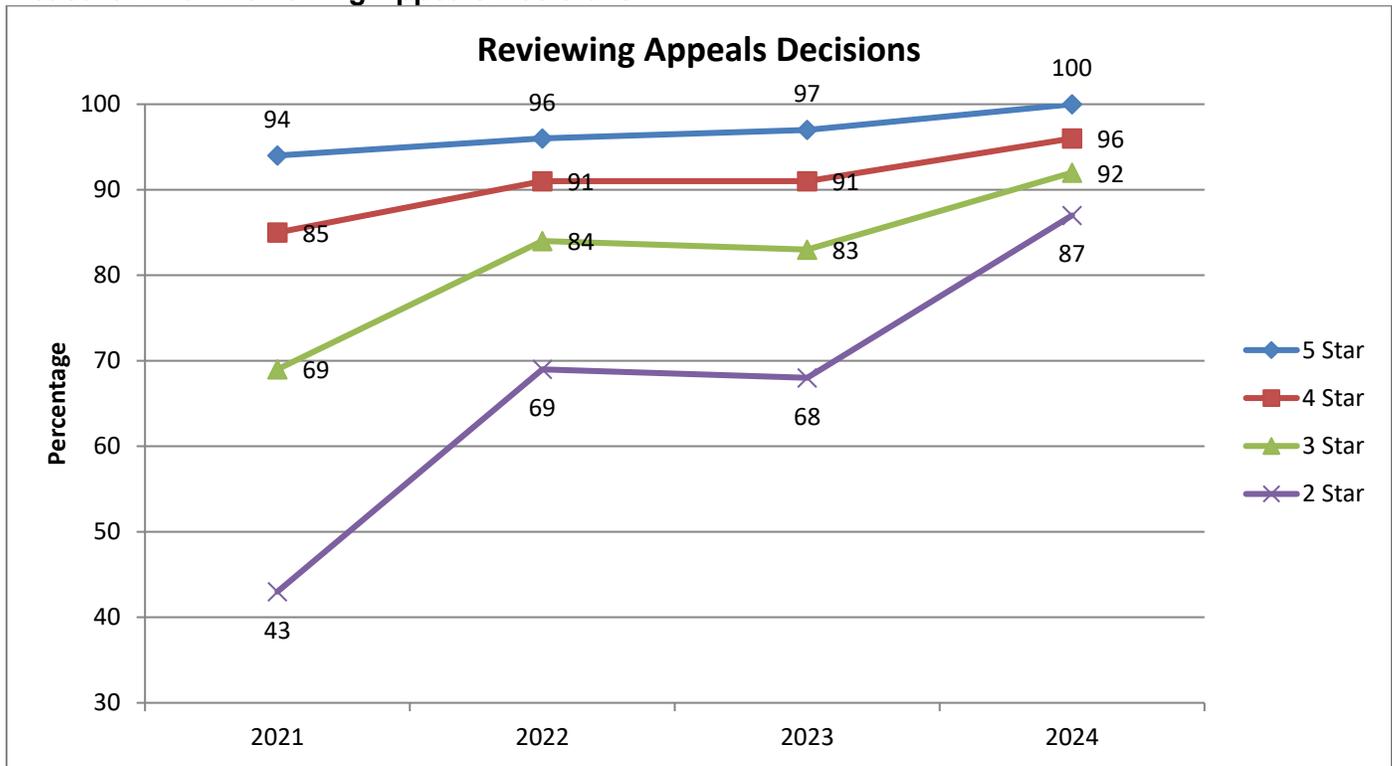
Data Source: Independent Review Entity (IRE) / Maximus

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 45 %	>= 45 % to < 75 %	>= 75 % to < 92 %	>= 92 % to < 98 %	>= 98 %
2022	< 64 %	>= 64 % to < 80 %	>= 80 % to < 90 %	>= 90 % to < 97 %	>= 97 %
2023	< 59 %	>= 59 % to < 75 %	>= 75 % to < 85 %	>= 85 % to < 97 %	>= 97 %
2024	< 84 %	>= 84 % to < 88 %	>= 88 % to < 94 %	>= 94 % to < 98 %	>= 98 %

**Measure: C29 - Reviewing Appeals Decisions**



Title	Description
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Description: This rating shows how often an independent reviewer found the health plan’s decision to deny coverage to be reasonable.

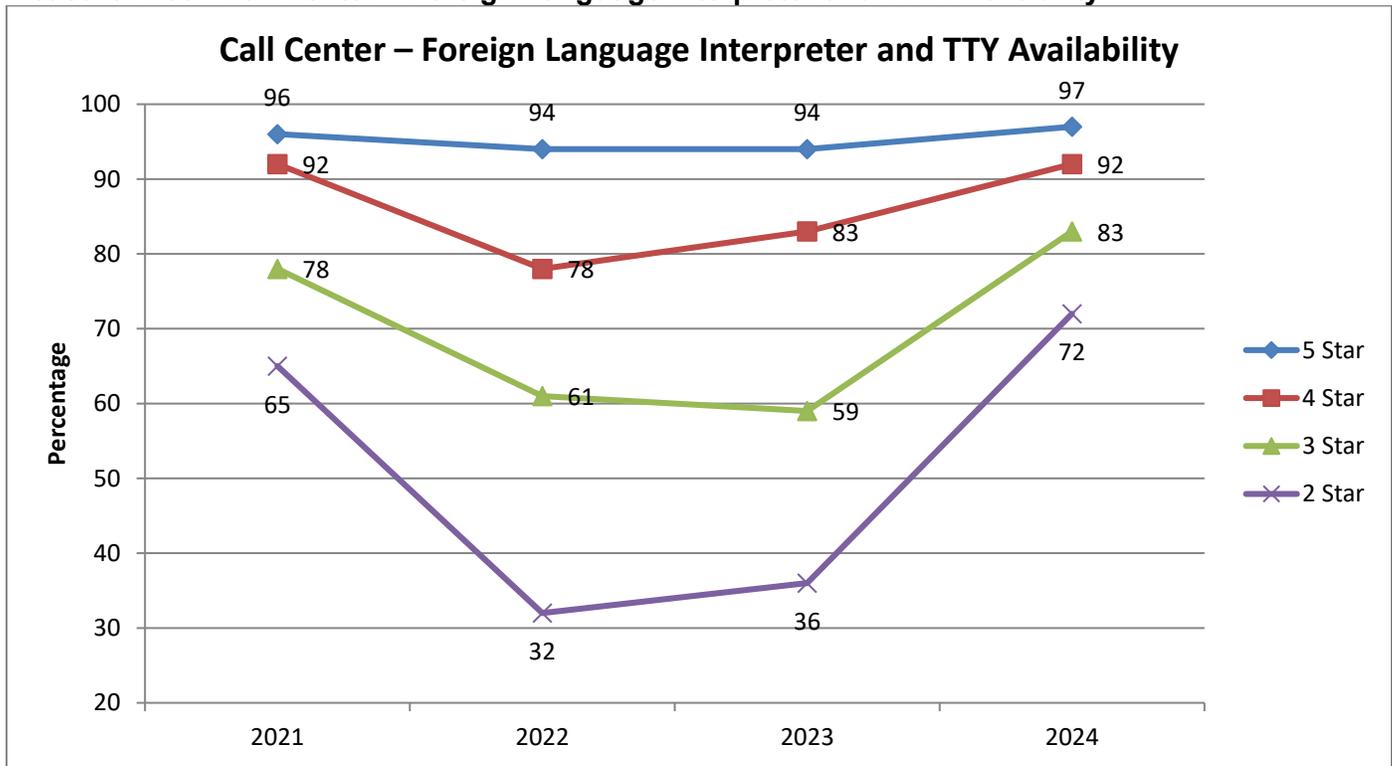
Data Source: Independent Review Entity (IRE) / Maximus

General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	NA	>= 43 % to < 69 %	>= 69 % to < 85 %	>= 85 % to < 94 %	>= 94 %
2022	< 69 %	>= 69 % to < 84 %	>= 84 % to < 91 %	>= 91 % to < 96 %	>= 96 %
2023	< 68 %	>= 68 % to < 83 %	>= 83 % to < 91 %	>= 91 % to < 97 %	>= 97 %
2024	< 87 %	>= 87 % to < 92 %	>= 92 % to < 96 %	>= 96 % to < 100 %	= 100 %

**Measure: C30 - Call Center – Foreign Language Interpreter and TTY Availability**



Title	Description
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Description: Percent of time that TTY services and foreign language interpretation were available when needed by people who called the health plan’s prospective enrollee customer service phone line.

Data Source: Call Center

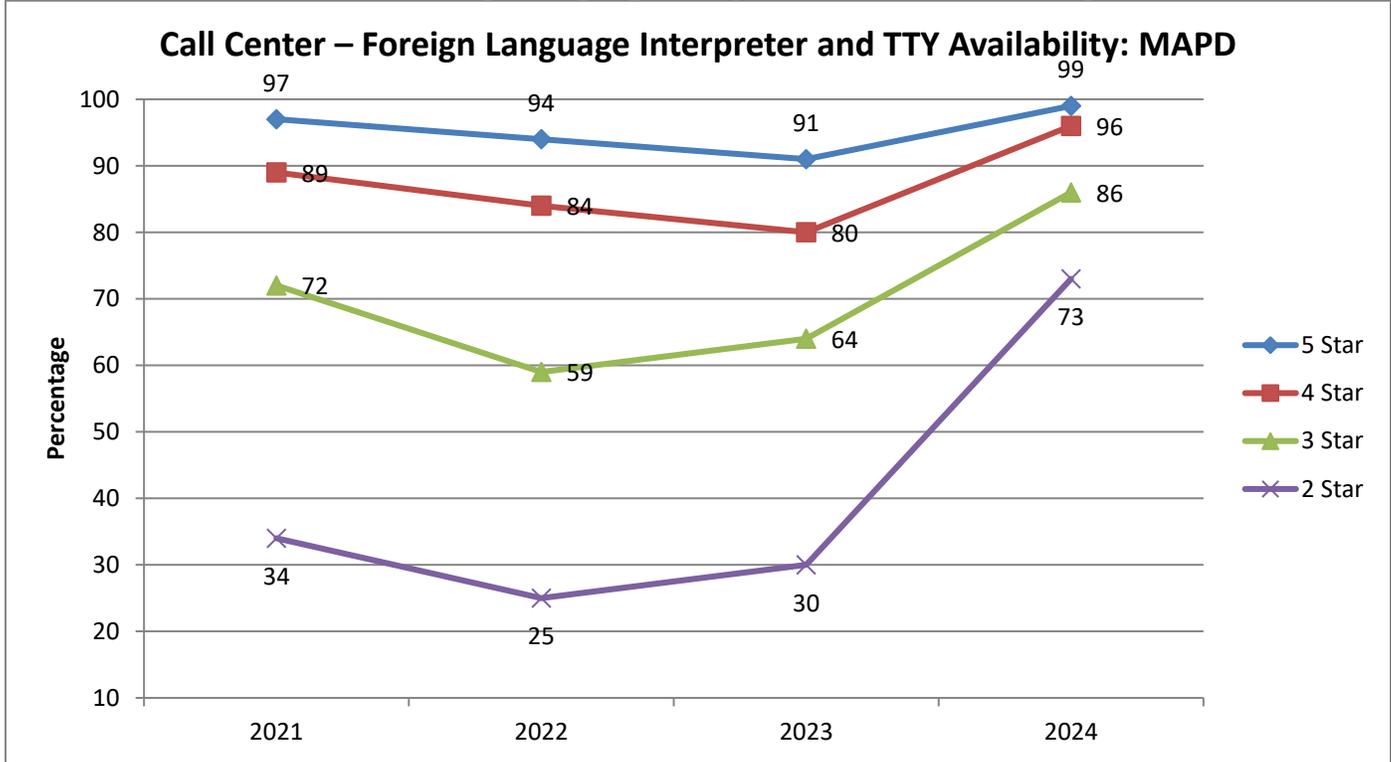
General Trend: Higher is better

Cut Points:

Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2021	< 65 %	>= 65 % to < 78 %	>= 78 % to < 92 %	>= 92 % to < 96 %	>= 96 %
2022	< 32 %	>= 32 % to < 61 %	>= 61 % to < 78 %	>= 78 % to < 94 %	>= 94 %
2023	< 36 %	>= 36 % to < 59 %	>= 59 % to < 83 %	>= 83 % to < 94 %	>= 94 %
2024	< 72 %	>= 72 % to < 83 %	>= 83 % to < 92 %	>= 92 % to < 97 %	>= 97 %

Part D Measures

Measure: D01 - Call Center – Foreign Language Interpreter and TTY Availability



Title	Description
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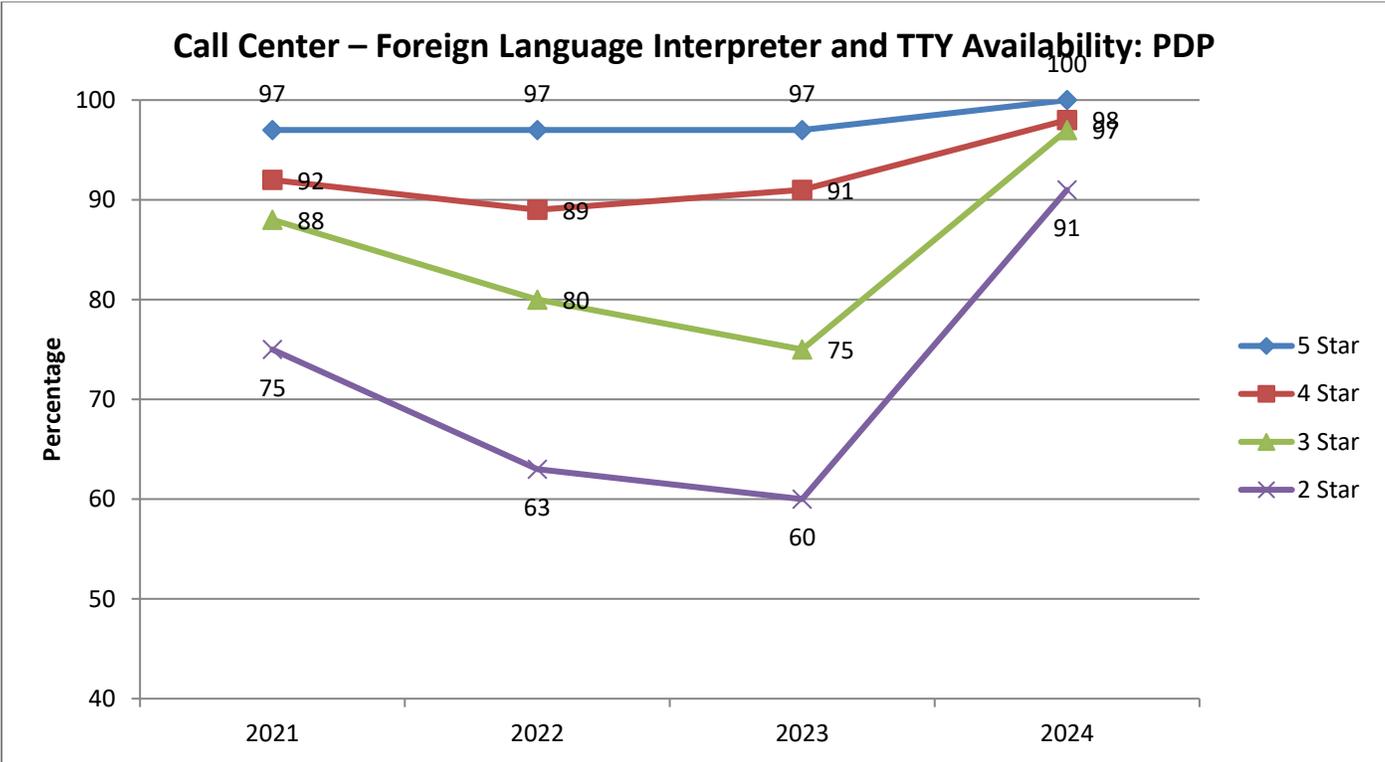
Description: Percent of time that TTY services and foreign language interpretation were available when needed by people who called the drug plan’s prospective enrollee customer service line.

Data Source: Call Center

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
MAPD	2021	< 34 %	>= 34 % to < 72 %	>= 72 % to < 89 %	>= 89 % to < 97 %	>= 97 %
MAPD	2022	< 25 %	>= 25 % to < 59 %	>= 59 % to < 84 %	>= 84 % to < 94 %	>= 94 %
MAPD	2023	< 30 %	>= 30 % to < 64 %	>= 64 % to < 80 %	>= 80 % to < 91 %	>= 91 %
MAPD	2024	< 73 %	>= 73 % to < 86 %	>= 86 % to < 96 %	>= 96 % to < 99 %	>= 99 %



Title	Description
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Description: Percent of time that TTY services and foreign language interpretation were available when needed by people who called the drug plan’s prospective enrollee customer service line.

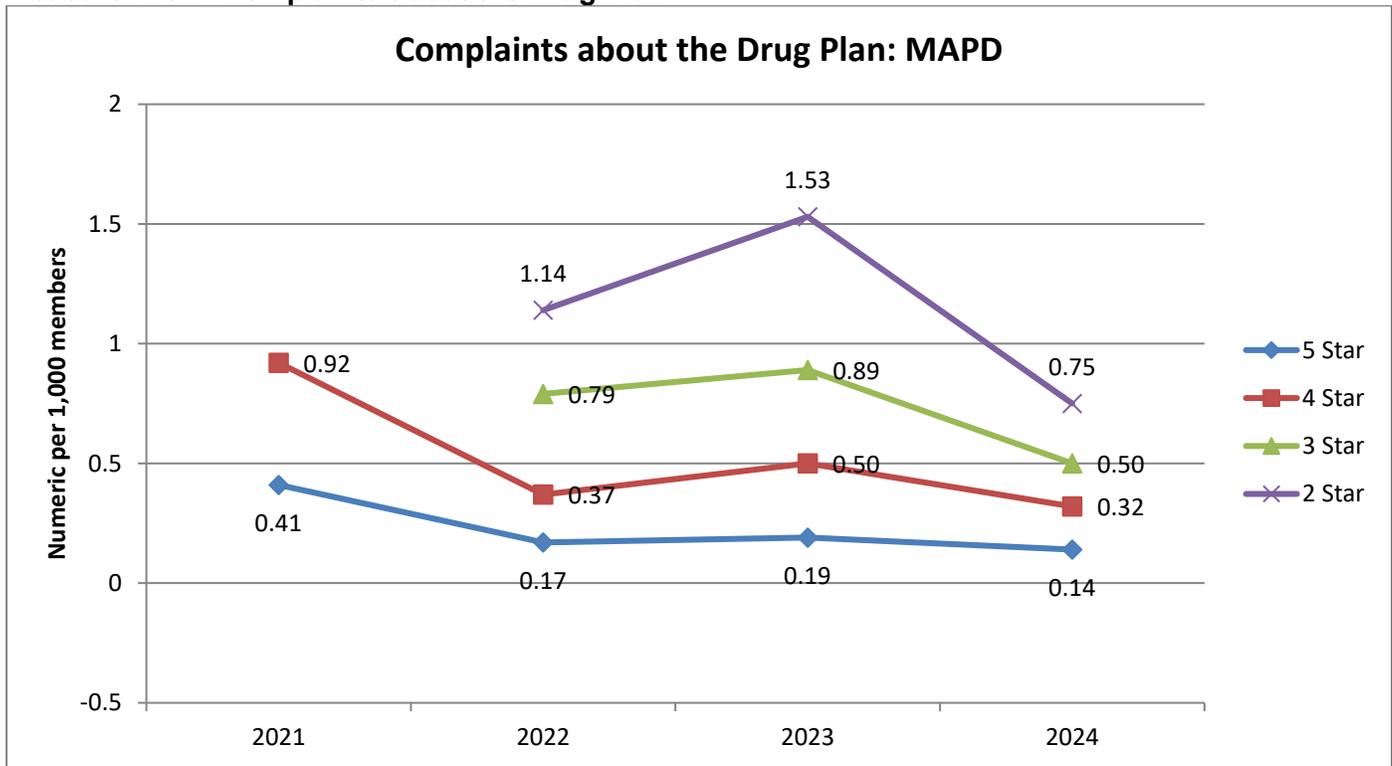
Data Source: Call Center

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
PDP	2021	< 75 %	>= 75 % to < 88 %	>= 88 % to < 92 %	>= 92 % to < 97 %	>= 97 %
PDP	2022	< 63 %	>= 63 % to < 80 %	>= 80 % to < 89 %	>= 89 % to < 97 %	>= 97 %
PDP	2023	< 60 %	>= 60 % to < 75 %	>= 75 % to < 91 %	>= 91 % to < 97 %	>= 97 %
PDP	2024	< 91 %	>= 91 % to < 97 %	>= 97 % to < 98 %	>= 98 % to < 100 %	= 100 %

**Measure: D02 - Complaints about the Drug Plan**



Title	Description
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Description: Rate of complaints filed with Medicare about the drug plan.

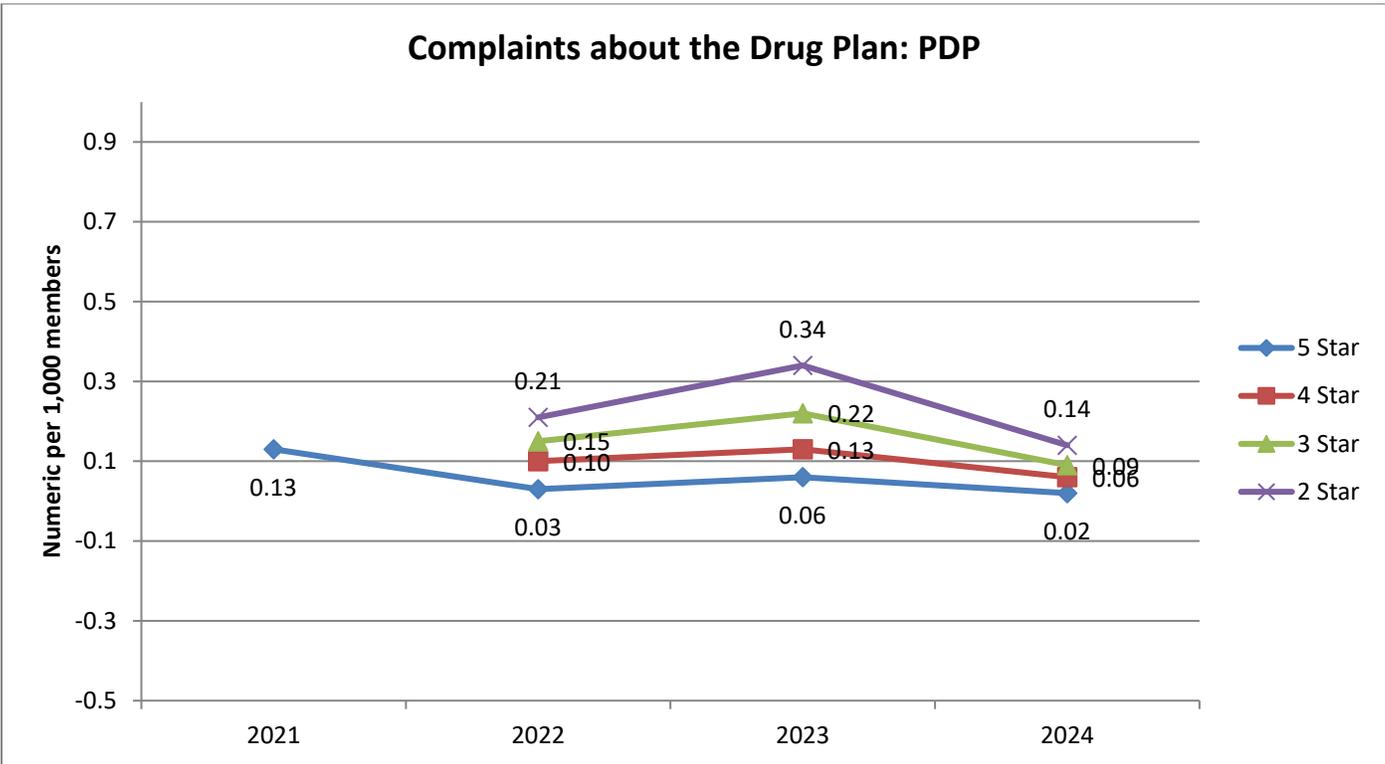
Data Source: Complaints Tracking Module (CTM)

General Trend: Lower is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
MAPD	2021	NA	NA	> 0.92	> 0.41 to <= 0.92	<= 0.41
MAPD	2022	> 1.14	> 0.79 to <= 1.14	> 0.37 to <= 0.79	> 0.17 to <= 0.37	<= 0.17
MAPD	2023	> 1.53	> 0.89 to <= 1.53	> 0.50 to <= 0.89	> 0.19 to <= 0.50	<= 0.19
MAPD	2024	> 0.75	> 0.50 to <= 0.75	> 0.32 to <= 0.50	> 0.14 to <= 0.32	<= 0.14

### Complaints about the Drug Plan: PDP



Title	Description
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Description: Rate of complaints filed with Medicare about the drug plan.

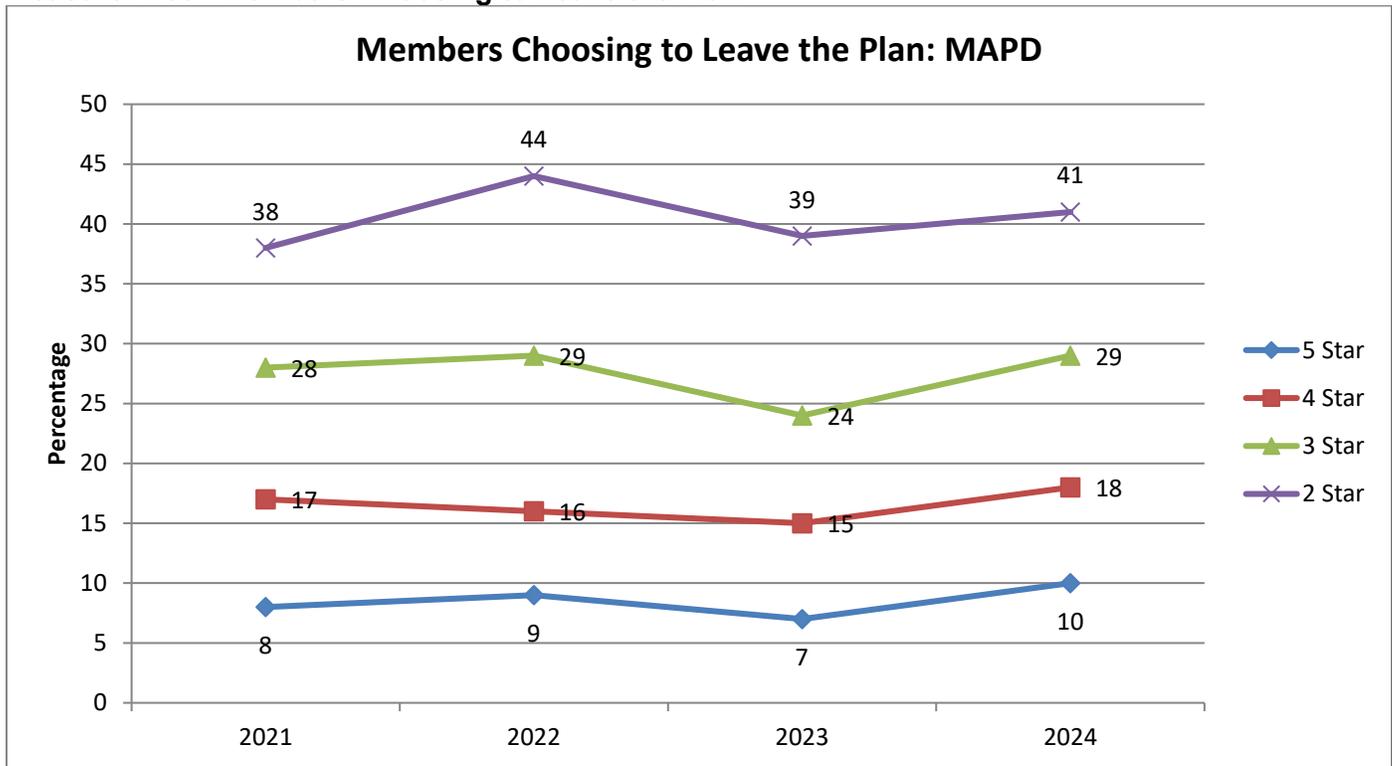
Data Source: Complaints Tracking Module (CTM)

General Trend: Lower is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
PDP	2021	NA	NA	NA	> 0.13	≤ 0.13
PDP	2022	> 0.21	> 0.15 to ≤ 0.21	> 0.10 to ≤ 0.15	> 0.03 to ≤ 0.10	≤ 0.03
PDP	2023	> 0.34	> 0.22 to ≤ 0.34	> 0.13 to ≤ 0.22	> 0.06 to ≤ 0.13	≤ 0.06
PDP	2024	> 0.14	> 0.09 to ≤ 0.14	> 0.06 to ≤ 0.09	> 0.02 to ≤ 0.06	≤ 0.02

**Measure: D03 - Members Choosing to Leave the Plan**



Title	Description
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Description: Percent of plan members who chose to leave the plan.

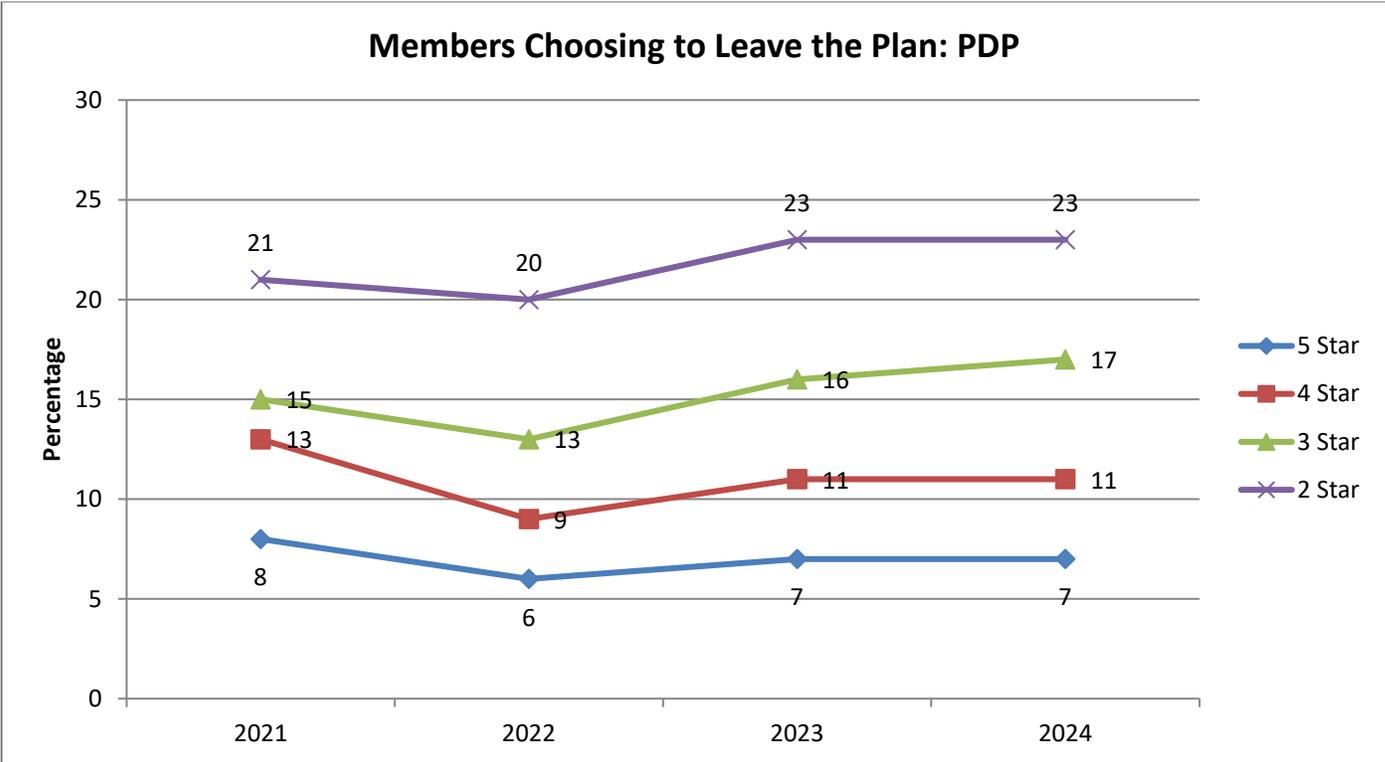
Data Source: MBDSS

General Trend: Lower is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
MAPD	2021	> 38 %	> 28 % to <= 38 %	> 17 % to <= 28 %	> 8 % to <= 17 %	<= 8 %
MAPD	2022	> 44 %	> 29 % to <= 44 %	> 16 % to <= 29 %	> 9 % to <= 16 %	<= 9 %
MAPD	2023	> 39 %	> 24 % to <= 39 %	> 15 % to <= 24 %	> 7 % to <= 15 %	<= 7 %
MAPD	2024	> 41 %	> 29 % to <= 41 %	> 18 % to <= 29 %	> 10 % to <= 18 %	<= 10 %

### Members Choosing to Leave the Plan: PDP



Title	Description
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Description: Percent of plan members who chose to leave the plan.

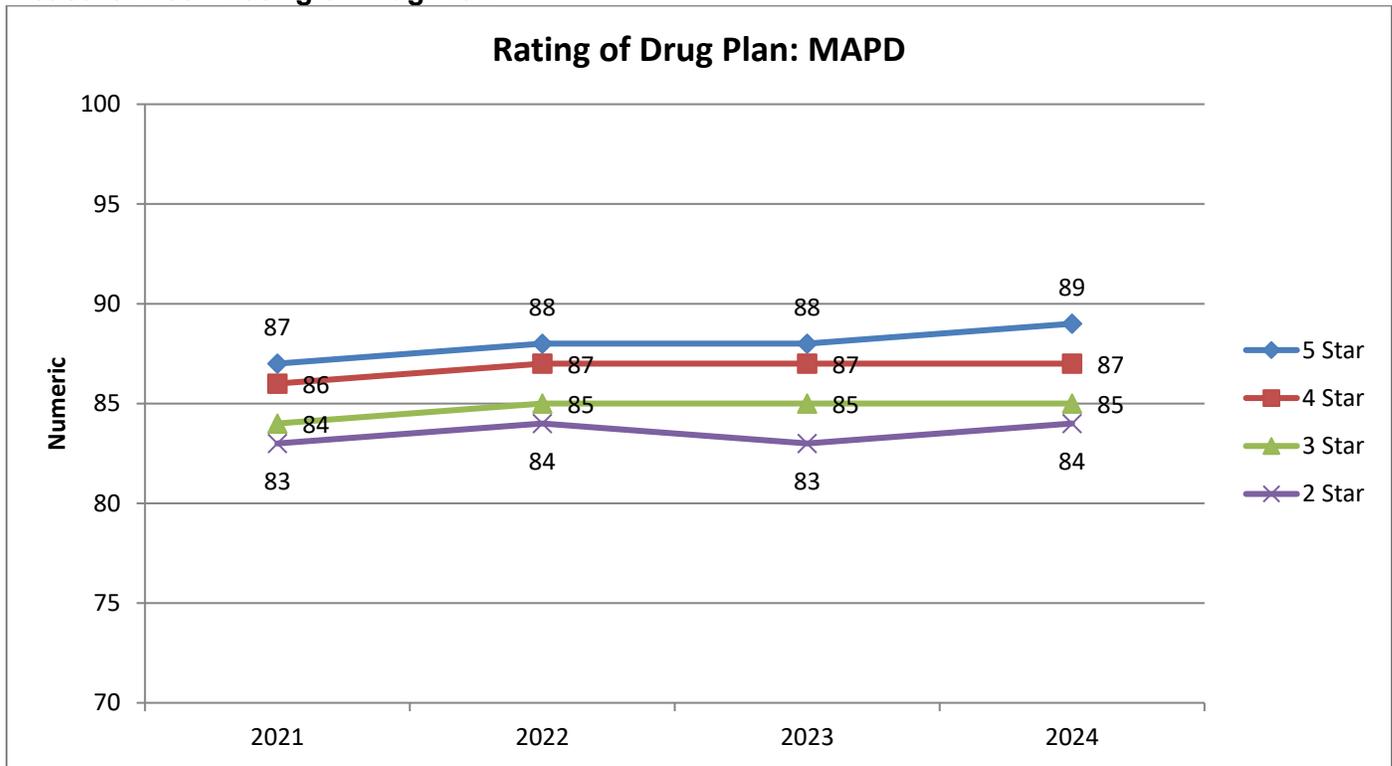
Data Source: MBDSS

General Trend: Lower is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
PDP	2021	> 21 %	> 15 % to <= 21 %	> 13 % to <= 15 %	> 8 % to <= 13 %	<= 8 %
PDP	2022	> 20 %	> 13 % to <= 20 %	> 9 % to <= 13 %	> 6 % to <= 9 %	<= 6 %
PDP	2023	> 23 %	> 16 % to <= 23 %	> 11 % to <= 16 %	> 7 % to <= 11 %	<= 7 %
PDP	2024	> 23 %	> 17 % to <= 23 %	> 11 % to <= 17 %	> 7 % to <= 11 %	<= 7 %

**Measure: D05 - Rating of Drug Plan**



Title	Description
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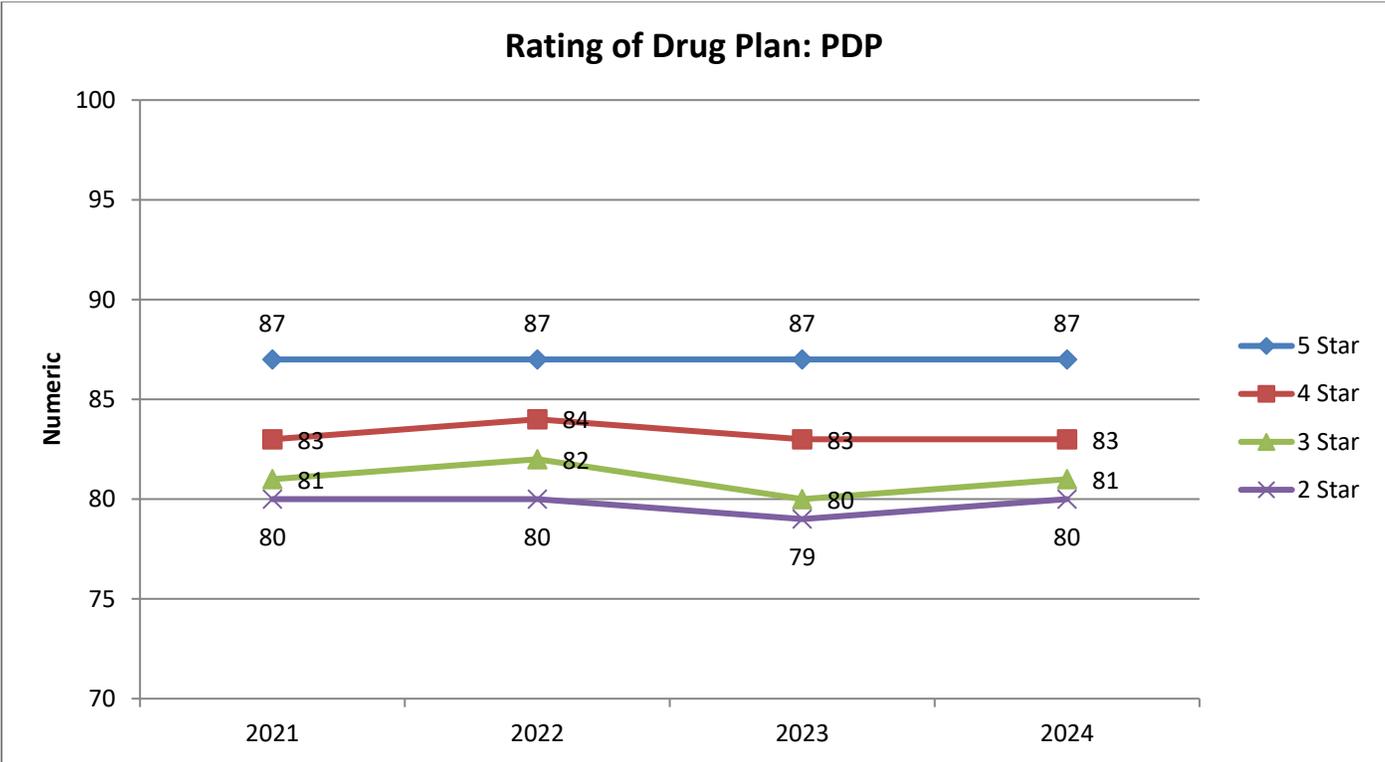
Description: Percent of the best possible score the plan earned from members who rated the prescription drug plan.

Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Type	Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
MAPD	2021	< 83	>= 83 to < 84	>= 84 to < 86	>= 86 to < 87	>= 87
MAPD	2022	< 84	>= 84 to < 85	>= 85 to < 87	>= 87 to < 88	>= 88
MAPD	2023	< 83	>= 83 to < 85	>= 85 to < 87	>= 87 to < 88	>= 88
MAPD	2024	< 84	>= 84 to < 85	>= 85 to < 87	>= 87 to < 89	>= 89



Title	Description
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Description: Percent of the best possible score the plan earned from members who rated the prescription drug plan.

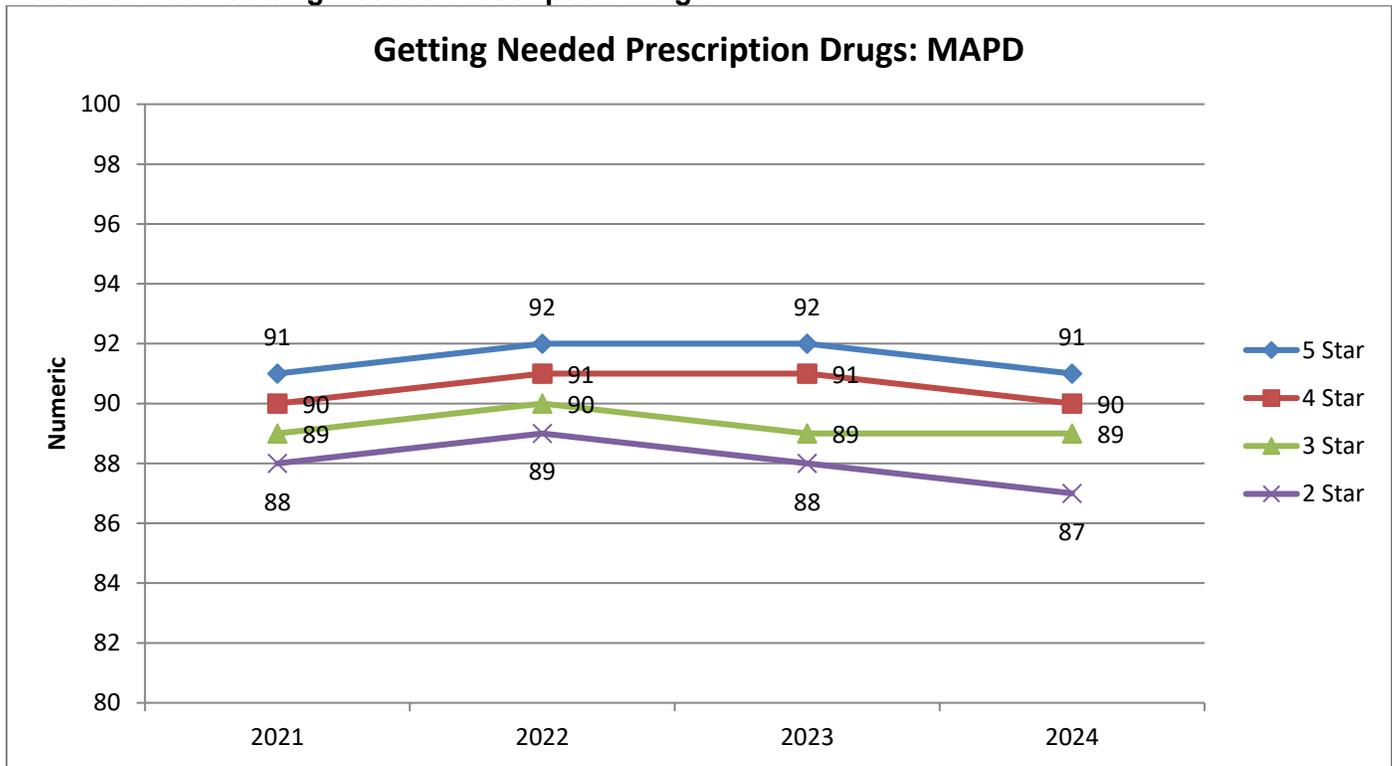
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Type	Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
PDP	2021	< 80	>= 80 to < 81	>= 81 to < 83	>= 83 to < 87	>= 87
PDP	2022	< 80	>= 80 to < 82	>= 82 to < 84	>= 84 to < 87	>= 87
PDP	2023	< 79	>= 79 to < 80	>= 80 to < 83	>= 83 to < 87	>= 87
PDP	2024	< 80	>= 80 to < 81	>= 81 to < 83	>= 83 to < 87	>= 87

**Measure: D06 - Getting Needed Prescription Drugs**



Title	Description
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Description: Percent of the best possible score the plan earned on how easy it is for members to get the prescription drugs they need using the plan.

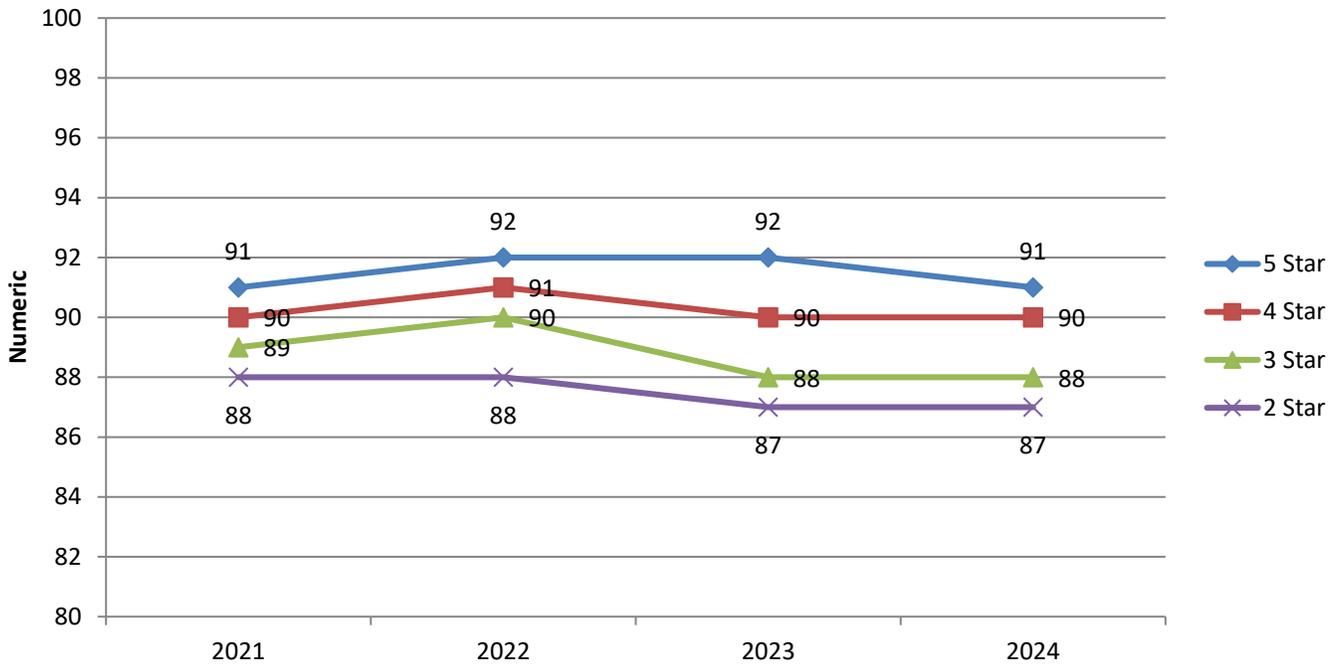
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Type	Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
MAPD	2021	< 88	>= 88 to < 89	>= 89 to < 90	>= 90 to < 91	>= 91
MAPD	2022	< 89	>= 89 to < 90	>= 90 to < 91	>= 91 to < 92	>= 92
MAPD	2023	< 88	>= 88 to < 89	>= 89 to < 91	>= 91 to < 92	>= 92
MAPD	2024	< 87	>= 87 to < 89	>= 89 to < 90	>= 90 to < 91	>= 91

### Getting Needed Prescription Drugs: PDP



Title	Description
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Description: Percent of the best possible score the plan earned on how easy it is for members to get the prescription drugs they need using the plan.

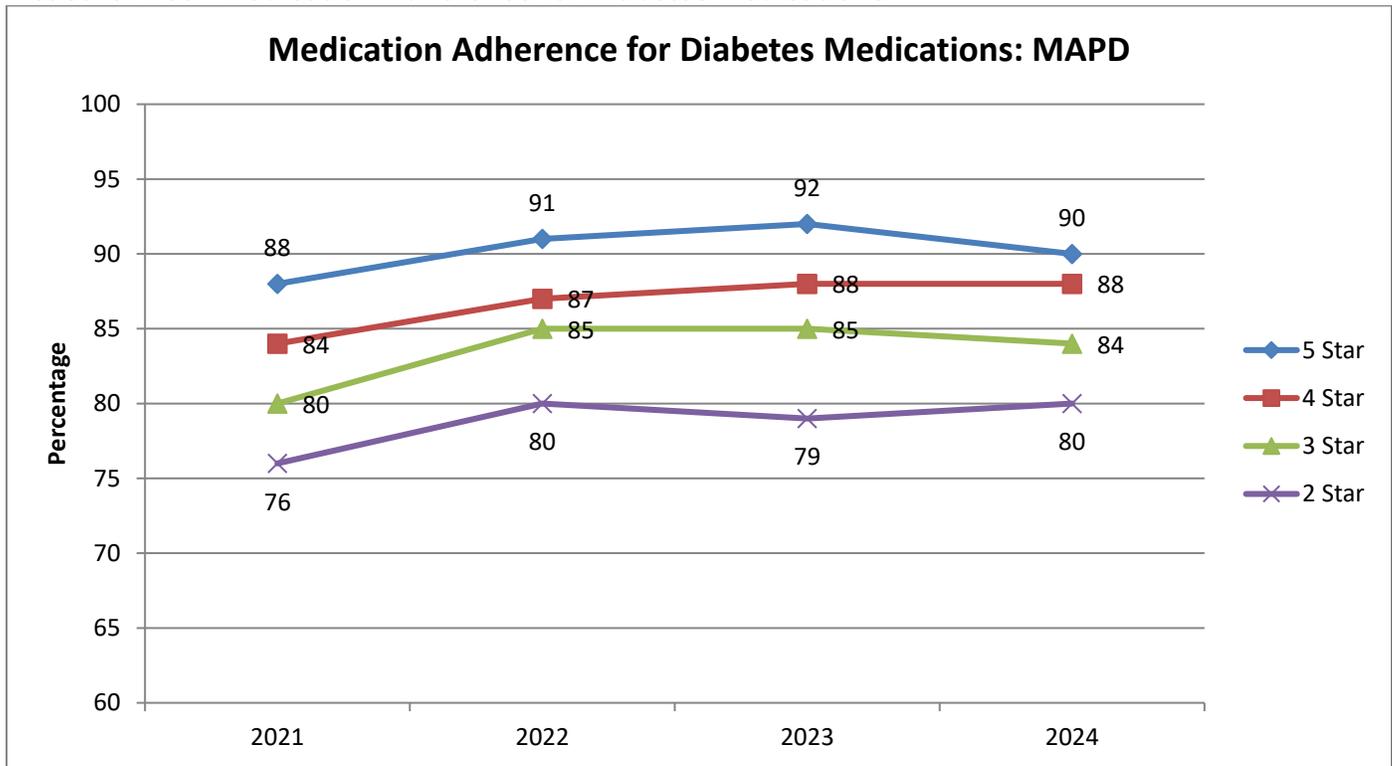
Data Source: CAHPS

General Trend: Higher is better

Cut Points:

Type	Year	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5
PDP	2021	< 88	>= 88 to < 89	>= 89 to < 90	>= 90 to < 91	>= 91
PDP	2022	< 89	>= 89 to < 90	>= 90 to < 91	>= 91 to < 92	>= 92
PDP	2023	< 87	>= 87 to < 88	>= 88 to < 90	>= 90 to < 92	>= 92
PDP	2024	< 87	>= 87 to < 88	>= 88 to < 90	>= 90 to < 91	>= 91

**Measure: D08 - Medication Adherence for Diabetes Medications**



Title	Description
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Description: Percent of plan members with a prescription for diabetes medication who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

One of the most important ways people with diabetes can manage their health is by taking their medication as directed. The plan, the doctor, and the member can work together to find ways to do this. (“Diabetes medication” means a *biguanide drug*, a *sulfonylurea drug*, a *thiazolidinedione drug*, a *DPP-4 inhibitor*, a *GLP-1 receptor agonist*, a *meglitinide drug*, or an *SGLT2 inhibitor*. Plan members who take insulin are not included.)

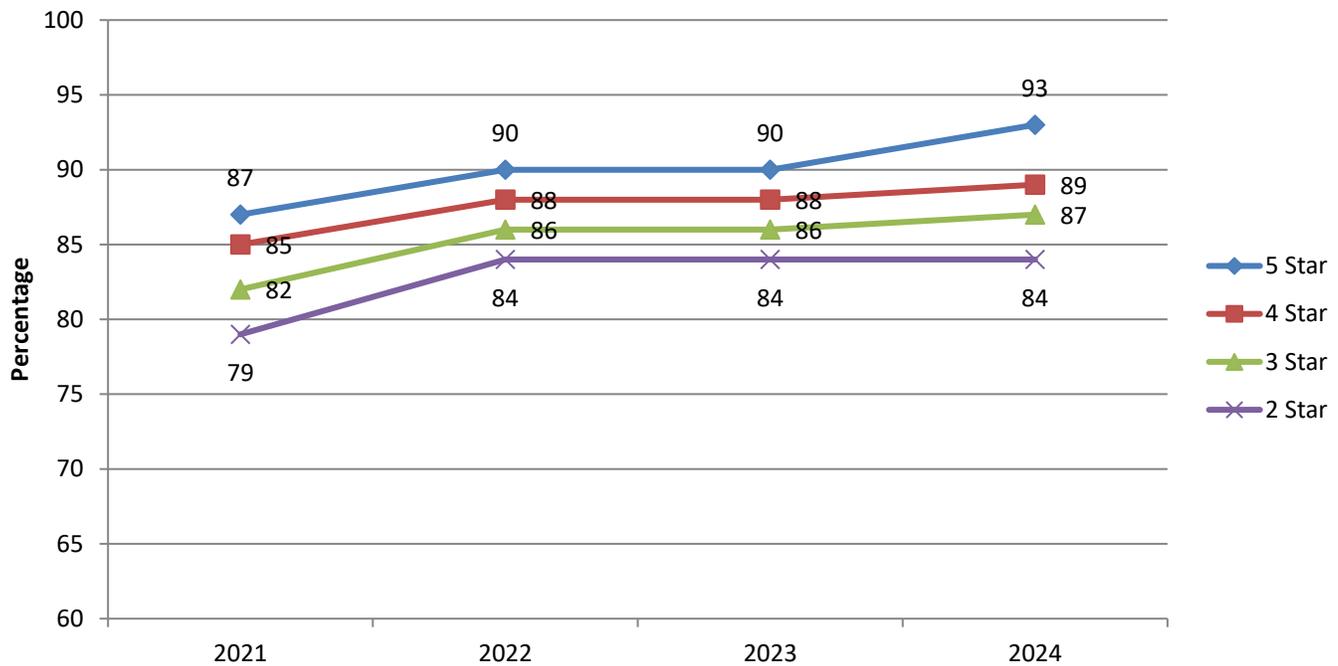
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
MAPD	2021	< 76 %	>= 76 % to < 80 %	>= 80 % to < 84 %	>= 84 % to < 88 %	>= 88 %
MAPD	2022	< 80 %	>= 80 % to < 85 %	>= 85 % to < 87 %	>= 87 % to < 91 %	>= 91 %
MAPD	2023	< 79 %	>= 79 % to < 85 %	>= 85 % to < 88 %	>= 88 % to < 92 %	>= 92 %
MAPD	2024	< 80 %	>= 80 % to < 84 %	>= 84 % to < 88 %	>= 88 % to < 90 %	>= 90 %

### Medication Adherence for Diabetes Medications: PDP



Title	Description
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Description: Percent of plan members with a prescription for diabetes medication who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

One of the most important ways people with diabetes can manage their health is by taking their medication as directed. The plan, the doctor, and the member can work together to find ways to do this. (“Diabetes medication” means a *biguanide drug*, a *sulfonylurea drug*, a *thiazolidinedione drug*, a *DPP-4 inhibitor*, a *GLP-1 receptor agonist*, a *meglitinide drug*, or an *SGLT2 inhibitor*. Plan members who take insulin are not included.)

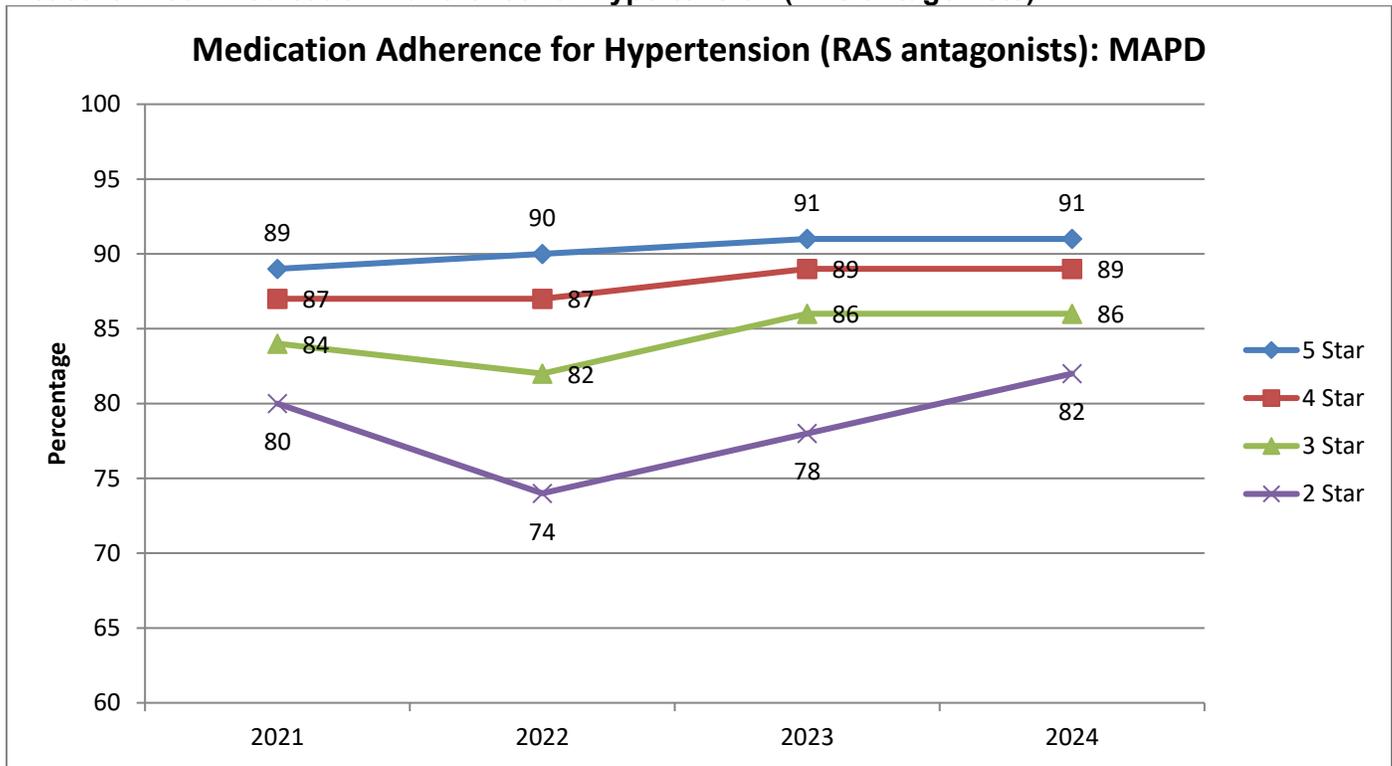
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
PDP	2021	< 79 %	>= 79 % to < 82 %	>= 82 % to < 85 %	>= 85 % to < 87 %	>= 87 %
PDP	2022	< 84 %	>= 84 % to < 86 %	>= 86 % to < 88 %	>= 88 % to < 90 %	>= 90 %
PDP	2023	< 84 %	>= 84 % to < 86 %	>= 86 % to < 88 %	>= 88 % to < 90 %	>= 90 %
PDP	2024	< 84 %	>= 84 % to < 87 %	>= 87 % to < 89 %	>= 89 % to < 93 %	>= 93 %

**Measure: D09 - Medication Adherence for Hypertension (RAS antagonists)**



Title	Description
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Description: Percent of plan members with a prescription for a blood pressure medication who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

One of the most important ways people with high blood pressure can manage their health is by taking medication as directed. The plan, the doctor, and the member can work together to do this. (“Blood pressure medication” means an ACEI (angiotensin converting enzyme inhibitor), an ARB (angiotensin receptor blocker), or a direct renin inhibitor drug.)

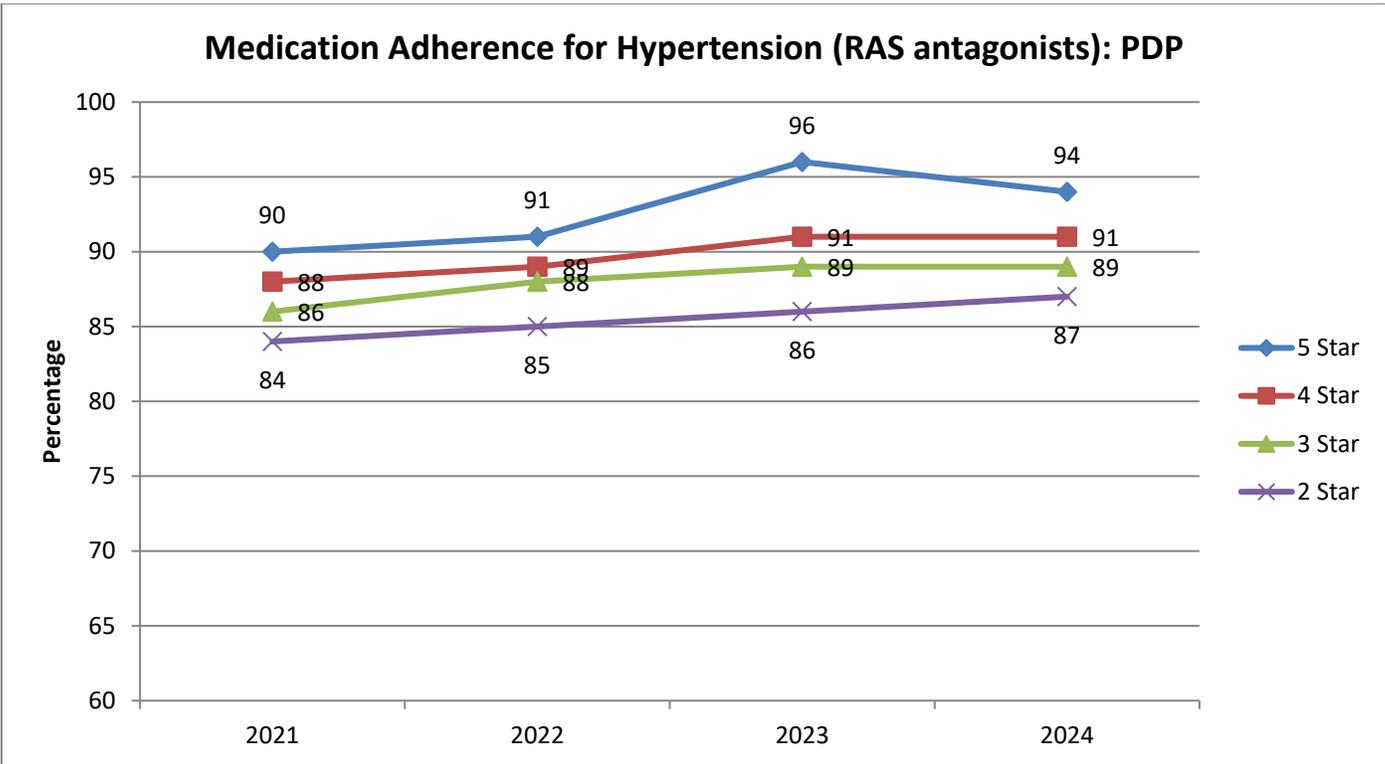
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
MAPD	2021	< 80 %	>= 80 % to < 84 %	>= 84 % to < 87 %	>= 87 % to < 89 %	>= 89 %
MAPD	2022	< 74 %	>= 74 % to < 82 %	>= 82 % to < 87 %	>= 87 % to < 90 %	>= 90 %
MAPD	2023	< 78 %	>= 78 % to < 86 %	>= 86 % to < 89 %	>= 89 % to < 91 %	>= 91 %
MAPD	2024	< 82 %	>= 82 % to < 86 %	>= 86 % to < 89 %	>= 89 % to < 91 %	>= 91 %

### Medication Adherence for Hypertension (RAS antagonists): PDP



Title	Description
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Description: Percent of plan members with a prescription for a blood pressure medication who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

One of the most important ways people with high blood pressure can manage their health is by taking medication as directed. The plan, the doctor, and the member can work together to do this. (“Blood pressure medication” means an ACEI (angiotensin converting enzyme inhibitor), an ARB (angiotensin receptor blocker), or a direct renin inhibitor drug.)

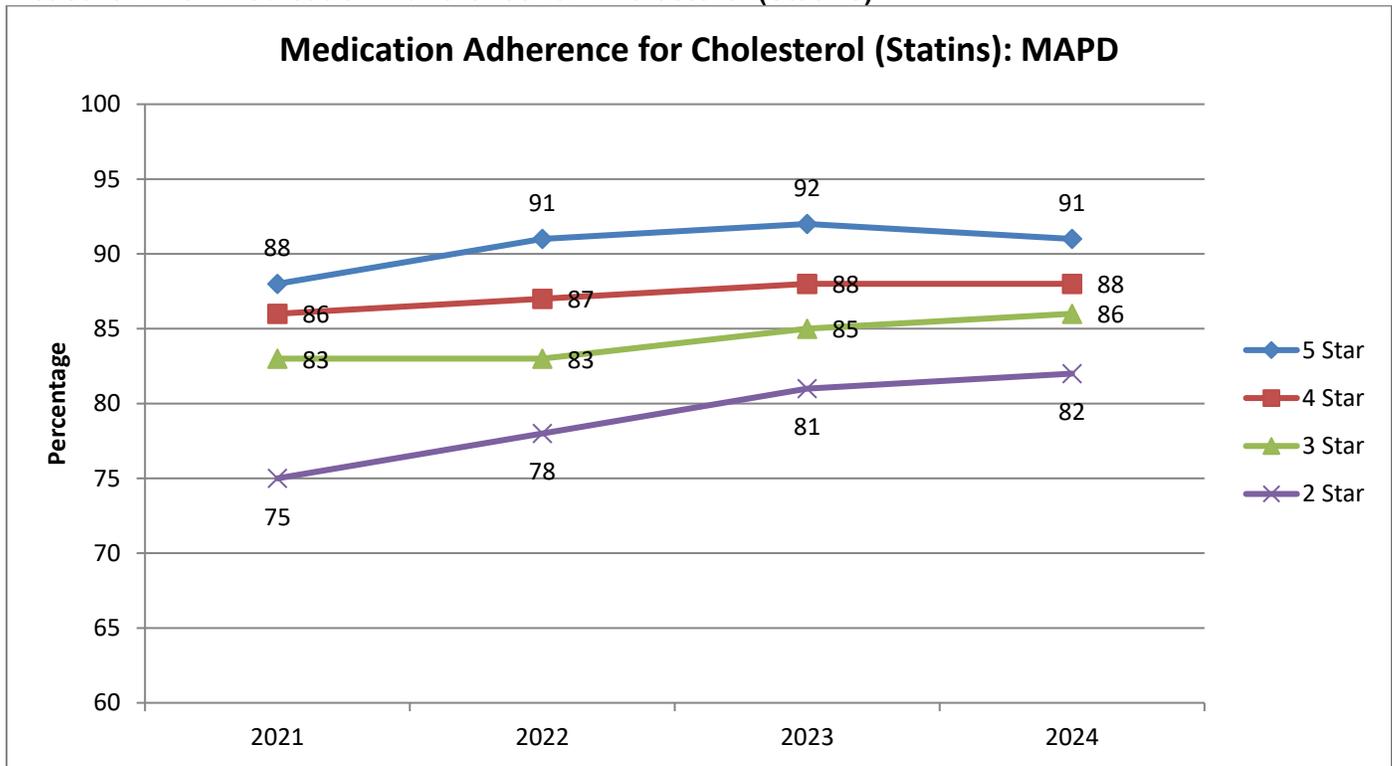
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
PDP	2021	< 84 %	>= 84 % to < 86 %	>= 86 % to < 88 %	>= 88 % to < 90 %	>= 90 %
PDP	2022	< 85 %	>= 85 % to < 88 %	>= 88 % to < 89 %	>= 89 % to < 91 %	>= 91 %
PDP	2023	< 86 %	>= 86 % to < 89 %	>= 89 % to < 91 %	>= 91 % to < 96 %	>= 96 %
PDP	2024	< 87 %	>= 87 % to < 89 %	>= 89 % to < 91 %	>= 91 % to < 94 %	>= 94 %

**Measure: D10 - Medication Adherence for Cholesterol (Statins)**



Title	Description
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Description: Percent of plan members with a prescription for a cholesterol medication (a *statin drug*) who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

One of the most important ways people with high cholesterol can manage their health is by taking medication as directed. The plan, the doctor, and the member can work together to do this.

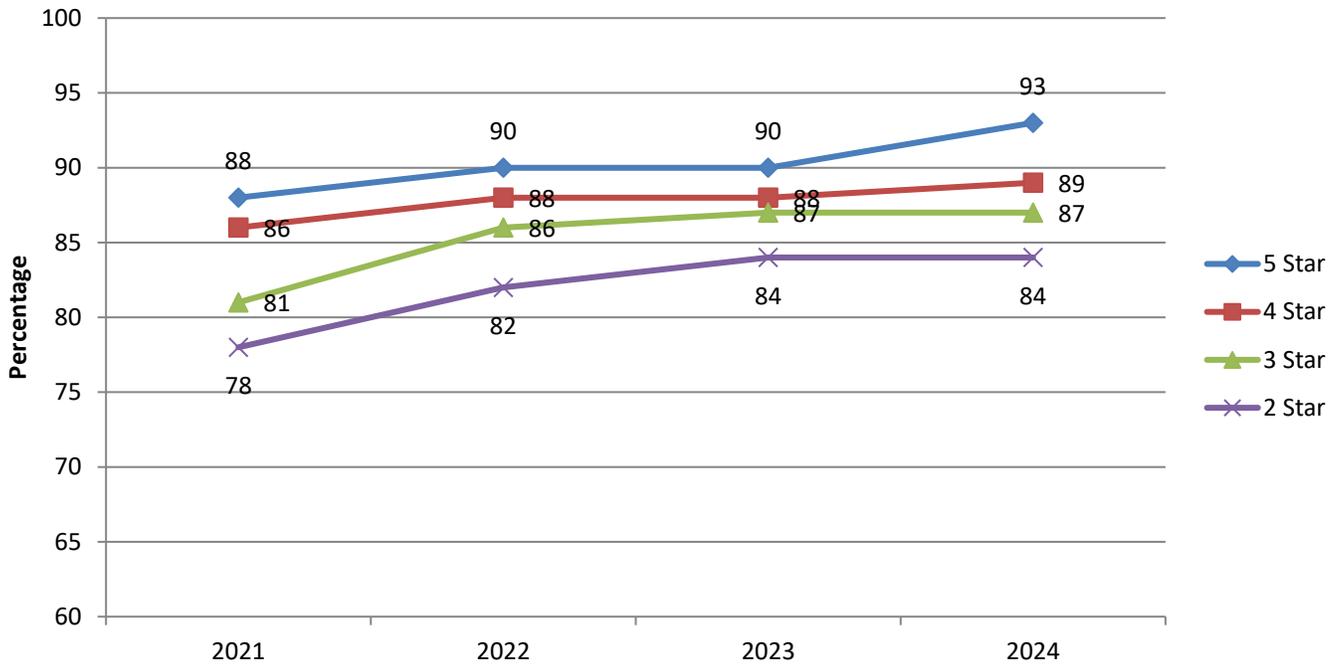
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
MAPD	2021	< 75 %	>= 75 % to < 83 %	>= 83 % to < 86 %	>= 86 % to < 88 %	>= 88 %
MAPD	2022	< 78 %	>= 78 % to < 83 %	>= 83 % to < 87 %	>= 87 % to < 91 %	>= 91 %
MAPD	2023	< 81 %	>= 81 % to < 85 %	>= 85 % to < 88 %	>= 88 % to < 92 %	>= 92 %
MAPD	2024	< 82 %	>= 82 % to < 86 %	>= 86 % to < 88 %	>= 88 % to < 91 %	>= 91 %

### Medication Adherence for Cholesterol (Statins): PDP



**Title**

**Description**

Description: Percent of plan members with a prescription for a cholesterol medication (a *statin drug*) who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

One of the most important ways people with high cholesterol can manage their health is by taking medication as directed. The plan, the doctor, and the member can work together to do this.

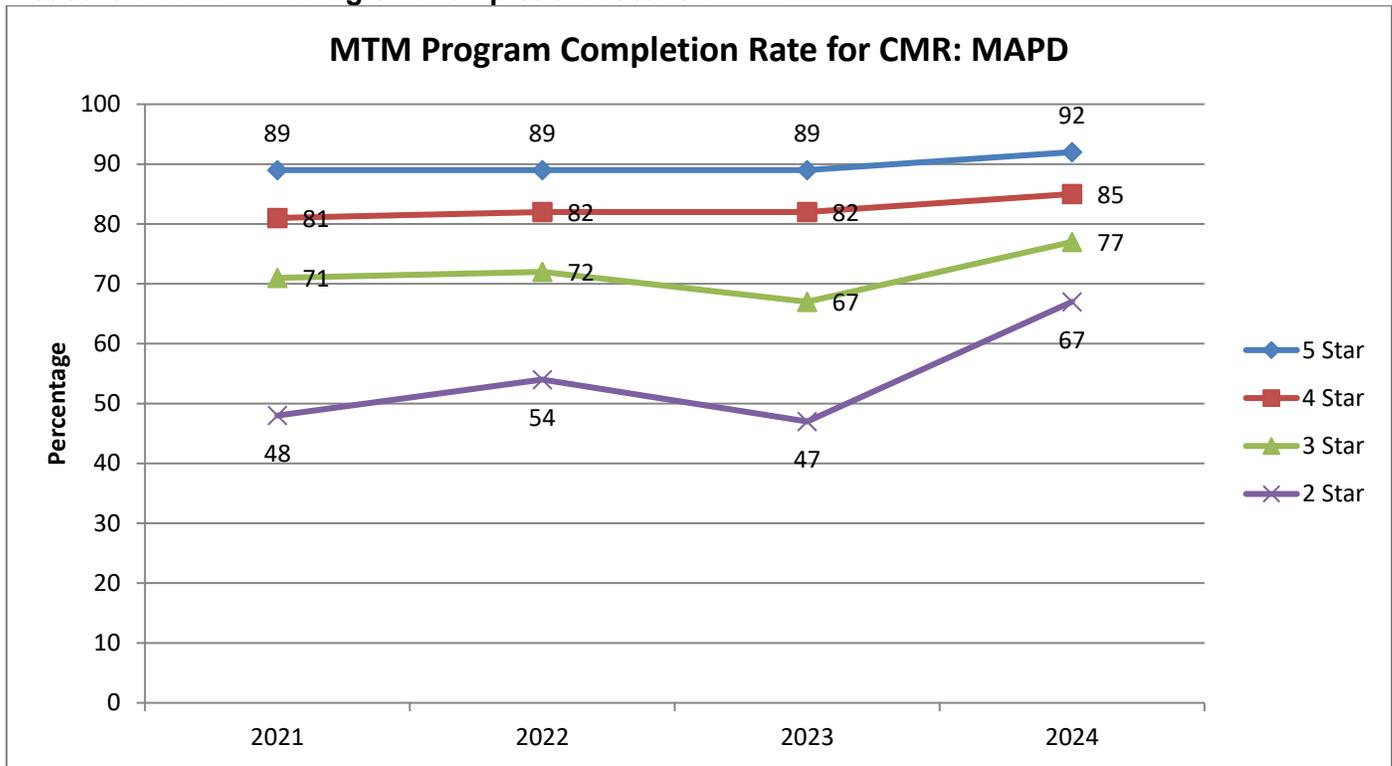
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
PDP	2021	< 78 %	>= 78 % to < 81 %	>= 81 % to < 86 %	>= 86 % to < 88 %	>= 88 %
PDP	2022	< 82 %	>= 82 % to < 86 %	>= 86 % to < 88 %	>= 88 % to < 90 %	>= 90 %
PDP	2023	< 84 %	>= 84 % to < 87 %	>= 87 % to < 88 %	>= 88 % to < 90 %	>= 90 %
PDP	2024	< 84 %	>= 84 % to < 87 %	>= 87 % to < 89 %	>= 89 % to < 93 %	>= 93 %

**Measure: D11 - MTM Program Completion Rate for CMR**



Title	Description
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Description: Some plan members are in a program (called a *Medication Therapy Management* program) to help them manage their drugs. The measure shows how many members in the program had an assessment of their medications from the plan. The assessment includes a discussion between the member and a pharmacist (or other health care professional) about all of the member’s medications. The member also receives a written summary of the discussion, including an action plan that recommends what the member can do to better understand and use his or her medications.

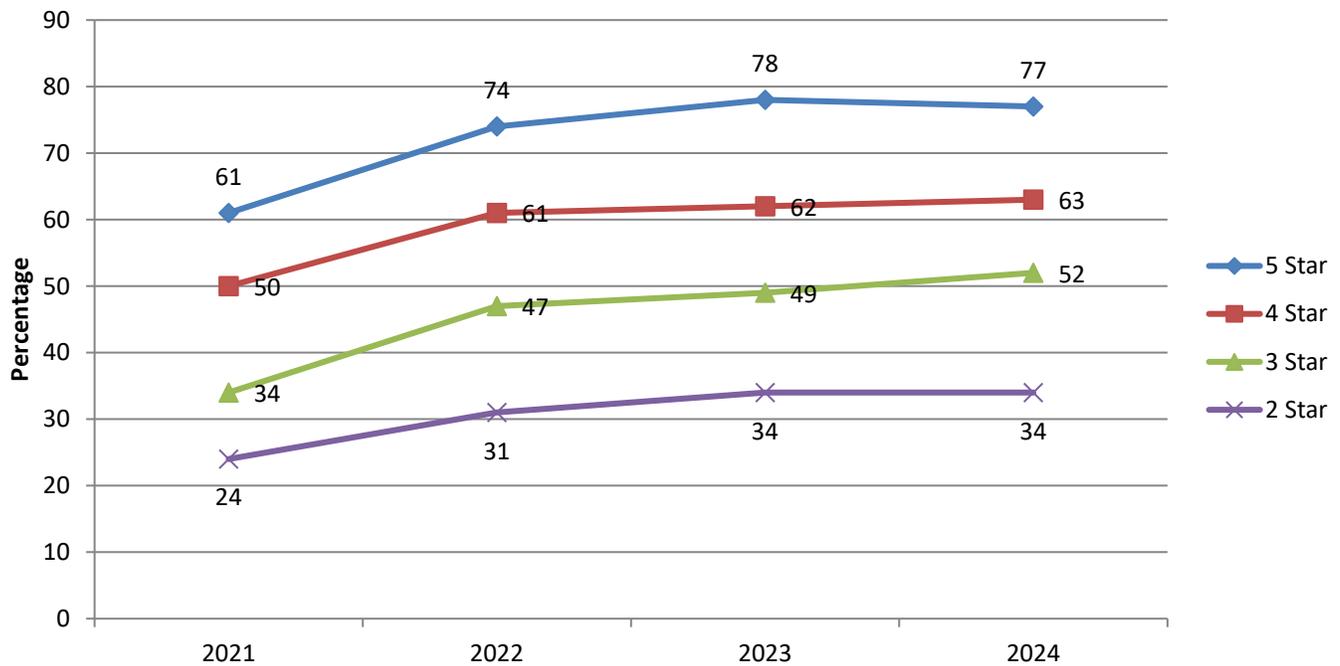
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
MAPD	2021	< 48 %	>= 48 % to < 71 %	>= 71 % to < 81 %	>= 81 % to < 89 %	>= 89 %
MAPD	2022	< 54 %	>= 54 % to < 72 %	>= 72 % to < 82 %	>= 82 % to < 89 %	>= 89 %
MAPD	2023	< 47 %	>= 47 % to < 67 %	>= 67 % to < 82 %	>= 82 % to < 89 %	>= 89 %
MAPD	2024	< 67 %	>= 67 % to < 77 %	>= 77 % to < 85 %	>= 85 % to < 92 %	>= 92 %

### MTM Program Completion Rate for CMR: PDP



Title	Description
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Description: Some plan members are in a program (called a *Medication Therapy Management* program) to help them manage their drugs. The measure shows how many members in the program had an assessment of their medications from the plan. The assessment includes a discussion between the member and a pharmacist (or other health care professional) about all of the member’s medications. The member also receives a written summary of the discussion, including an action plan that recommends what the member can do to better understand and use his or her medications.

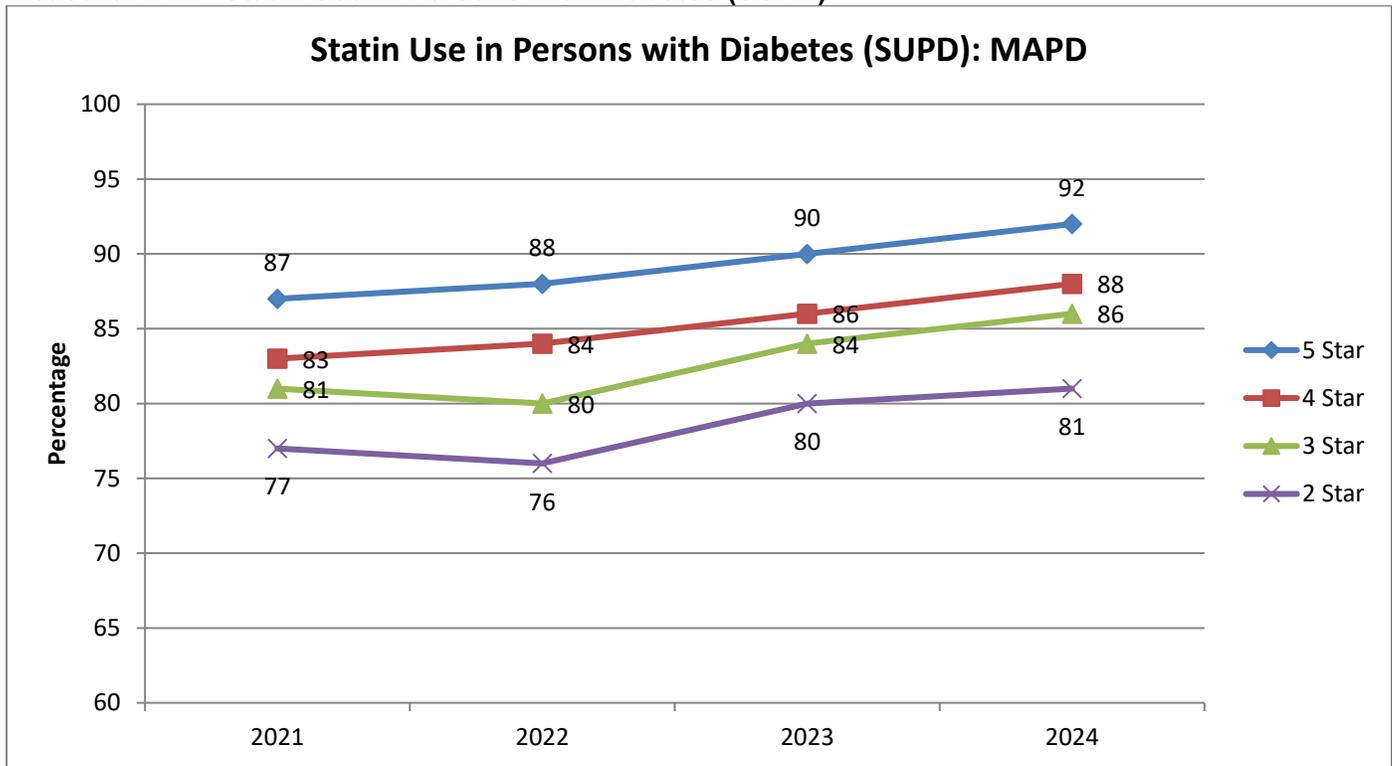
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
PDP	2021	< 24 %	>= 24 % to < 34 %	>= 34 % to < 50 %	>= 50 % to < 61 %	>= 61 %
PDP	2022	< 31 %	>= 31 % to < 47 %	>= 47 % to < 61 %	>= 61 % to < 74 %	>= 74 %
PDP	2023	< 34 %	>= 34 % to < 49 %	>= 49 % to < 62 %	>= 62 % to < 78 %	>= 78 %
PDP	2024	< 34 %	>= 34 % to < 52 %	>= 52 % to < 63 %	>= 63 % to < 77 %	>= 77 %

**Measure: D12 - Statin Use in Persons with Diabetes (SUPD)**



Title	Description
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Description: To lower their risk of developing heart disease, most people with diabetes should take cholesterol medication. This rating is based on the percent of plan members with diabetes who take the most effective cholesterol-lowering drugs. Plans can help make sure their members get these prescriptions filled.

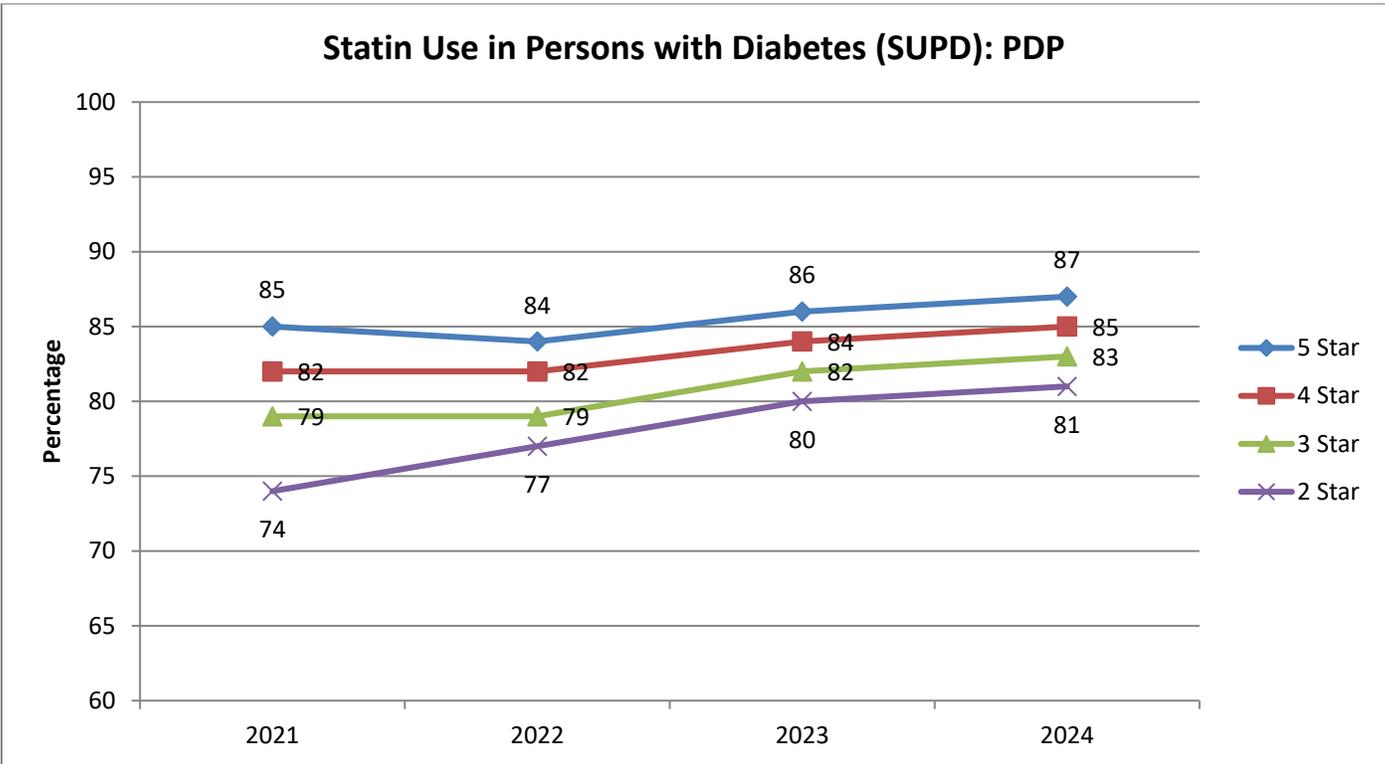
Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
MAPD	2021	< 77 %	>= 77 % to < 81 %	>= 81 % to < 83 %	>= 83 % to < 87 %	>= 87 %
MAPD	2022	< 76 %	>= 76 % to < 80 %	>= 80 % to < 84 %	>= 84 % to < 88 %	>= 88 %
MAPD	2023	< 80 %	>= 80 % to < 84 %	>= 84 % to < 86 %	>= 86 % to < 90 %	>= 90 %
MAPD	2024	< 81 %	>= 81 % to < 86 %	>= 86 % to < 88 %	>= 88 % to < 92 %	>= 92 %

### Statin Use in Persons with Diabetes (SUPD): PDP



Title	Description
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Description: To lower their risk of developing heart disease, most people with diabetes should take cholesterol medication. This rating is based on the percent of plan members with diabetes who take the most effective cholesterol-lowering drugs. Plans can help make sure their members get these prescriptions filled.

Data Source: Prescription Drug Event (PDE) Data

General Trend: Higher is better

Cut Points:

Type	Year	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
PDP	2021	< 74 %	>= 74 % to < 79 %	>= 79 % to < 82 %	>= 82 % to < 85 %	>= 85 %
PDP	2022	< 77 %	>= 77 % to < 79 %	>= 79 % to < 82 %	>= 82 % to < 84 %	>= 84 %
PDP	2023	< 80 %	>= 80 % to < 82 %	>= 82 % to < 84 %	>= 84 % to < 86 %	>= 86 %
PDP	2024	< 81 %	>= 81 % to < 83 %	>= 83 % to < 85 %	>= 85 % to < 87 %	>= 87 %