

2021 Star Ratings Roundtable

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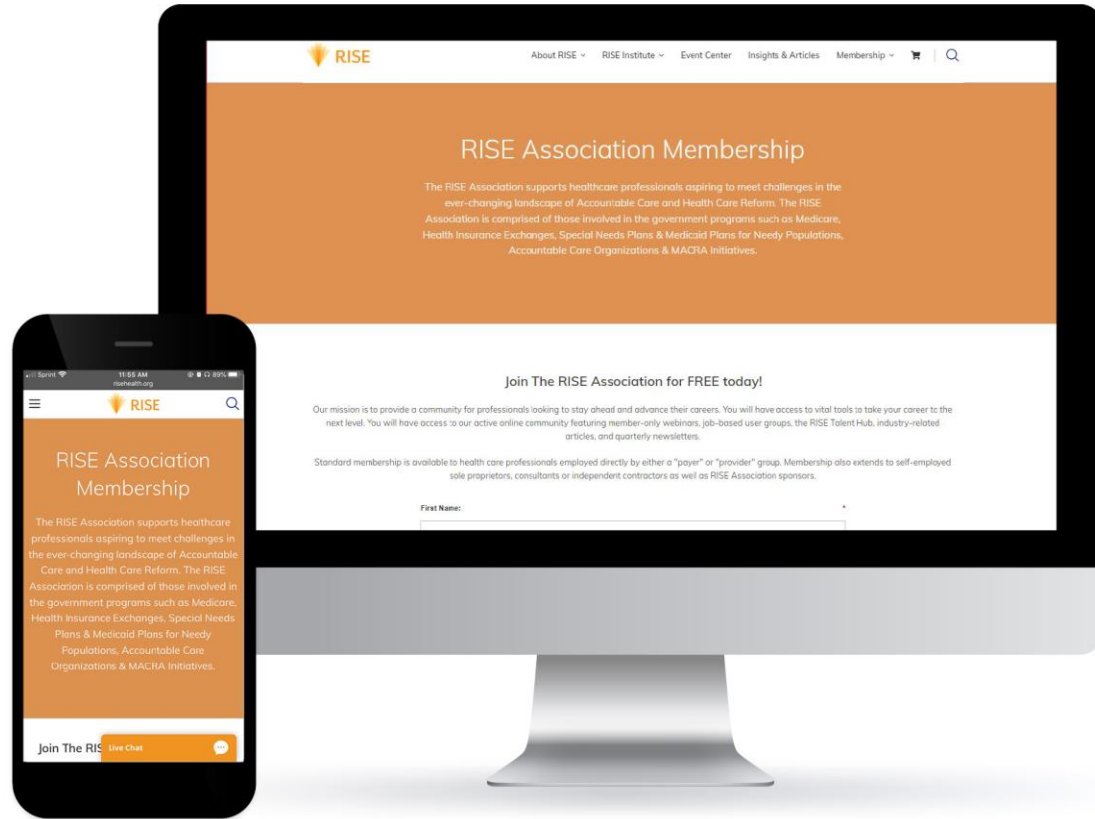
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2021 Star Ratings Recap

- 49% of MAPD contracts earned 4+ (↓ from 52% in 2020)
- 77% of MAPD members enrolled in 4+ Star plan (↓ from 81% in 2020)
- 21 MAPD (and two 1876 Cost) contracts received 5 Stars (↓ from 20 in 2020)
- MA-PDs with 10 or more years in the program are more than twice as likely to have 4 or more Stars compared to contracts with less than 5 years in the program

Overall Star	# Plans	# Enrollees	% Plans	% Enrollees
5	21	2,174,653	5.3%	9.15%
4.5	64	5,232,622	16.0	22.02%
4.0	110	10,910,129	27.5%	45.92%
3.5	140	4,450,490	35.0%	18.73%
3.0	61	979,000	15.3%	4.12%
2.5	4	12,892	1.00%	0.05%
2.0	0	-	0.00%	0.00%

2021 Part D Cut-Point Changes

Actual Change 2020 vs 2021

#	2021 Measure Name	Category	Wt.	2 Star	3 Star	4 Star	5 Star
D01	Call Center – Foreign Language/TTY	Admin	2	-5%	2%	7%	6%
D01	Appeals Auto-Forward	Admin	2	96.30	31.00	13.3	6.40
D03	Appeals Upheld	Admin	2	0.08	0.07	0.03	0.01
D06	Drug Plan Quality Improvement	Improvement	5	-0.22	0	0.0453	0.0425
D09	MPF Price Accuracy	Admin	1	N/A	1%	0%	0%
D10	Med. Adherence for Diabetes	PDE	3	2%	2%	2%	3%
D11	Med. Adherence for Hypertension	PDE	3	0%	1%	1%	1%
D12	Med. Adherence for Cholesterol	PDE	3	3%	3%	2%	1%
D13	MTM Program Completion Rate for CMR	PDE	1	-6%	1%	2%	6%
D14	Statin Use in Persons with Diabetes	PDE	3	3%	3%	2%	4%

Harder	No Change	Easier
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Advance Notice for 2022 Calendar Year



- Extreme and Uncontrollable Circumstances Policy
- HEDIS Measures and Telehealth
- Statin Use in Persons with Diabetes (SUPD)
- Display Measures
 - Controlling Blood Pressure (CBP) & Plan All-Cause Readmission (PCR)
 - Polypharmacy (CNS and ACH Medications in Older Adults)
 - Kidney Health Evaluation for Patients with Diabetes
- Potential New Measures
 - COVID-19 Vaccination (Part C)
 - Provider Directory Accuracy (Part C)

Member Experience Measures



Part C	Part D
Complaints About the Health Plan	Complaints About the Drug Plan
Members Choosing to Leave the Plan	Member Choosing to Leave the Plan
Call Center – Foreign Language/TTY	Call Center – Foreign Language/TTY
Getting Needed Care	Rating of Drug Plan
Getting Appointments and Care Quickly	Getting Needed Prescription Drugs
Customer Service	
Rating of Health Care Quality	
Rating of Health Plan	
Care Coordination	
Plan Makes Timely Decisions about Appeals	
Reviewing Appeals Decisions	

Some Big CAHPS Questions

The Data Disparity – How do we get a complete picture of CAHPS?

A New Playbook – What more can plans do around the survey?

Role Models – Are there any best practices out there other than the basics?

What will be written in your Stars?

Record low MA premiums will drive increased membership.

☆ How will you care for your new and returning members?

Many plans are expected to benefit from the “Higher Of” policy for 2022.

☆ How will you sustain these 2022 ‘improvements’ for 2023 and years to come?

COVID-19 will continue to expose SDoH and those will barriers and insecurities.

☆ How will you improve the experience of care and health outcomes as the needs of your populations become more complex?

THANK YOU

