



Use Medicare's Information on Quality to Help You Compare Plans

Medicare Options Compare and the Medicare Prescription Drug Plan Finder on www.medicare.gov on the web have tools to help you compare Medicare health and prescription drug plans in your area. Before you join a Medicare plan, you should review your health and prescription drug needs and compare the performance of plans. Consider the plan's costs, coverage, and customer service before you decide which plan is best for you. Now, you can also look at the quality of plans and how well plans perform. The plan quality and performance information will help you choose a plan that meets your needs and that performs well in the categories described below.

Plans get a star rating for each category and every measure within the categories. A Plan can get ratings between one to five stars.

- ★ one star means poor performance
- ★★ two stars mean fair performance
- ★★★ three stars mean good performance
- ★★★★ four stars mean very good performance
- ★★★★★ five stars mean excellent performance

If you want more detail, you can see the actual numbers or percentages for each category.

Drug Plans are rated on how well they perform in three different categories:

1. Drug Plan Customer Service (7 measures)

- Time on Hold When Customer Calls Drug Plan
- Calls Disconnected When Customer Calls Drug Plan
- Time on Hold When Pharmacist Calls Drug Plan
- Calls Disconnected When Pharmacist Calls Drug Plan
- Complaints About the Drug Plan
- How Helpful is Your Plan When You Need Information
- Rating of Drug Plan



Drug Plans are rated on how well they perform in three different categories: (continued)

2. Using Your Plan to Get Your Prescriptions Filled (7 measures)

- Getting Prescriptions Easily
- Pharmacists Have Up-to-date Plan Enrollment Information
- Pharmacists Have Up-to-date Information on Plan Members Who Need Extra Help
- Complaints About the Plan's Benefits and Access to Prescription Drugs
- Complaints About Joining and Leaving the Plan
- Delays in Appeals Decisions
- Reviewing Appeals Decisions

3. Drug Pricing Information (3 measures)

- Availability of Drug Coverage and Cost Information
- How Often the Plan's Drug Prices Change
- Complaints About the Plan's Pricing and Out-of-pocket Costs

Health Plans are rated on how well they perform in five different categories:

1. Getting Timely Information and Care from Your Health Plan (5 measures)

- Doctors who Communicate Well
- Getting Appointments and Care Quickly
- Overall Rating of Health Care Quality
- Overall Rating of Health Plan
- Call Answer Timeliness

2. Managing Chronic (Long-Lasting) Conditions (10 measures)

- Osteoporosis Management
- Diabetes Care—Eye Exam
- Diabetes Care—Kidney Disease Monitoring
- Diabetes Care—Blood Sugar Controlled
- Diabetes Care—Cholesterol Controlled
- Antidepressant Medication management (6 months)
- Controlling Blood Pressure
- Rheumatoid Arthritis Management
- Testing to Confirm Chronic Obstructive Pulmonary Disease
- Continuous Beta-Blocker Treatment



Health Plans are rated on how well they perform in five different categories: (continued)

3. Getting Care From Your Doctors and Specialists (4 measures)

- Access to Primary Care Doctor Visits
- Getting Needed Care without Delays
- Doctor Follow up for Depression
- Follow-up Visit after Hospital Stay for Mental Illness (within 30 days of discharge)

4. Helping You Stay Healthy (8 measures)

- Breast Cancer Screening
- Colorectal Cancer Screening
- Cardiovascular Care – Cholesterol Screening
- Diabetes Care – Cholesterol Screening
- Glaucoma Testing
- Appropriate Monitoring of Patients Taking Long-term Medications
- Annual Flu Vaccine
- Pneumonia Vaccine

5. Your Rights to Appeal (2 measures)

- Plan Makes Timely Decisions about Appeals
 - Reviewing Appeals Decisions
- Plans new for 2008 won't have ratings since quality and performance data from last year doesn't exist. On the website, "Plan Too New to be Measured" will appear for these new plans.
 - For some measures, "Insufficient data" will appear. This means that there was not enough information available to get a meaningful performance rating.



To get plan rating information:

1. Visit www.medicare.gov on the web. Under “Search Tools,” select “Compare Medicare Prescription Drug Plans” and then “Find and Compare Plans.” For health plan ratings, select “Compare Health Plans and Medigap Policies in Your Area.” You should then enter the appropriate information for a general or personalized search. Once you see the list of plans, you can view the star ratings by selecting the plan name, which will direct you to the “Plan Drug Details” page. Or you can select up to three plans to compare.
2. Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.