

# What CMS 5 Star Ratings for Medicare Advantage Mean for You

# CMS 5 Star for Medicare Advantage

## Improving the quality of health care


**Patients should be able to make informed decisions about their health plans.** That's the philosophy behind the Centers for Medicare & Medicaid Services Five-Star Quality (CMS 5 Star) Rating System. CMS 5 Star rates Medicare Advantage\* health plans on how well they perform across 36 measures in 5 domains, many of which relate directly to your practice. Each of these domains measures a different aspect of the healthcare experience in order to achieve CMS's three aims of better care, healthier people/communities, and lower costs through improvement. The domains are<sup>1,2</sup>:


<b>Outcomes</b>	Assesses overall indications of whether patients are <b>staying healthy</b> —including how often they get various tests, vaccines, and other checkups
<b>Intermediate Outcomes</b>	Indicates how often patients get tests that demonstrate how well they are <b>managing chronic conditions</b> <ul style="list-style-type: none"> <li>Example: "Controlling Blood Pressure" would mean better health for patients with hypertension</li> </ul>
<b>Patient Experience</b>	Demonstrates membership satisfaction with their physicians and health plans through <b>ratings of responsiveness and care</b>
<b>Access</b>	Focuses on <b>member complaints and appeals</b> to show patients' ability to address issues they have with their physicians or health plans
<b>Process</b>	Rates <b>health plan telephone customer service</b> by including how well the plan handles calls from members

## Star Ratings<sup>2,3</sup>

CMS assigns Medicare Advantage plans 1 to 5 stars for each individual measure category across the 5 domains to determine the overall plan rating.



 CMS uses this "High Performing Contract" icon to identify plans with 5 stars

 CMS uses this "Low Performing Contract" icon to identify plans with an average of 2.5 stars or fewer for the past 3 years

\*A Medicare Advantage organization is a public or private, state-licensed, risk-bearing entity (with the exception of provider-sponsored organizations receiving waivers) certified by CMS.

# CMS 5 Star for Medicare Advantage Part C

## 2014 Measures<sup>2</sup>

CSMS-IPA rewards strong performance by PCPM physicians participating in its Medicare Advantage programs. The 2014 measures for CMS 5 Star for Medicare Advantage Part C are listed below. Those highlighted are of particular importance to CSMS-IPA because of their high prevalence and cost burden. Schedule these important screenings and keep in touch with your patients by booking their annual wellness visit today.

Domain 1: Staying Healthy: Screenings, Tests, and Vaccines			
C01	Breast Cancer Screening	C06	Annual Flu Vaccine
C02	Colorectal Cancer Screening	C07	Improving or Maintaining Physical Health
C03	Cardiovascular Care: Cholesterol Screening	C08	Improving or Maintaining Mental Health
C04	Diabetes Care: Cholesterol Screening	C09	Monitoring Physical Activity
C05	Glaucoma Testing	C10	Diabetes Care: Cholesterol Controlled
Domain 2: Managing Chronic (Long-term) Conditions			
C11	Care for Older Adults: Medication Review	C18	Diabetes Care: Cholesterol Controlled
C12	Care for Older Adults: Functional Status Assessment	C19	Controlling Blood Pressure
C13	Care for Older Adults: Pain Screening	C20	Rheumatoid Arthritis Management
C14	Osteoporosis Management in Women who had a Fracture	C21	Improving Bladder Control
C15	Diabetes Care: Eye Exam	C22	Reducing the Risk of Falling
C16	Diabetes Care: Kidney Disease Monitoring	C23	Plan All-Cause Readmissions
C17	Diabetes Care: Blood Sugar Controlled		
Domain 3: Member Experience With Health Plan			
C24	Getting Needed Care	C27	Rating of Health Care Quality
C25	Getting Appointments and Care Quickly	C28	Rating of Health Plan
C26	Customer Service	C29	Care Coordination
Domain 4: Member Complaints, Problems Getting Services, and Improvement in the Health Plan's Performance			
C30	Complaints about the Health Plan	C32	Members Choosing to Leave the Plan
C31	Beneficiary Access and Performance Problems	C33	Health Plan Quality Improvement
Domain 5: Health Plan Customer Service			
C34	Plan Makes Timely Decisions About Appeals	C36	Call Center: Foreign Language Interpreter and TTY Availability
C35	Reviewing Appeals Decisions		

## Taking Advantage of CMS 5 Star Ratings for Medicare Advantage

Not only do CMS 5 Star ratings benefit patients by keeping them informed, but they also benefit you. Elevated quality means better care and outcomes for your patients, and improved productivity for you and your staff. Additionally, bonus payments and rebates from your health plans are tied to their CMS 5 Star ratings, so it's in the best interests of you and your practice to maintain high ratings.

Additionally, the CSMS-IPA Patient Centered Practice Model uses CMS Star ratings as an incentive payment metric.

# CSMS-IPA and Quest Diagnostics: Maximizing Productivity with CMS 5 Star

## Raising your ratings can start with choosing quality diagnostic solutions

The measures below are of particular importance to CSMS-IPA because of the prevalence of the respective disease states and their high cost burden. CSMS-IPA values streamlined patient-focused treatment, which often starts with accurate and efficient diagnostic and screening services.

To maximize the utility of CMS 5 Star, CSMS-IPA has enlisted the help of Quest Diagnostics to ensure you have access to high-quality diagnostic solutions.

CMS 5 Star Measure <sup>2</sup>		Quest Diagnostics Test Name
C01	Breast Cancer Screening	BRCAvantage™
C02	Colorectal Cancer Screening	InSure® Fit, ColoVantage®
C03	Cardiovascular Care: Cholesterol Screening	CardioIQ™
C04	Diabetes Care: Cholesterol Screening	
C17	Diabetes Care: Blood Sugar Controlled	GlycoMark®, Glycemic Trending Report
C18	Diabetes Care: Cholesterol Controlled	CardioIQ™

Along with an industry-leading test menu, **Quest Diagnostics** offers additional solutions to maximize the efficient, quality care being provided to your patients. Talk to your sales representative to learn more or visit [QuestDiagnostics.com](http://QuestDiagnostics.com).

For more information on CSMS-IPA's use of CMS 5 Star ratings in its incentive program, please email [info@csms-ipa.com](mailto:info@csms-ipa.com) or call 203-562-7228.

For more information about the Medicare CMS 5 Star rating system, please visit [CMS.gov](http://CMS.gov).

**References:** **1.** Centers for Medicare & Medicaid Services. 5-Star Plan Rating Overview. Updated July 2013. <http://www.cms.gov/Outreach-and-Education/Training/CMSNationalTrainingProgram/Downloads/2013-5-Star-Enrollment-Period-Job-Aid.pdf>. Accessed February 7, 2014. **2.** Centers for Medicare & Medicaid Services. Medicare 2014 Part C & D Star Rating Technical Notes Draft. Update 09/09/2013. <http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/Downloads/2014-Draft-Tech-Notes.pdf>. Accessed February 7, 2014. **3.** Centers for Medicare & Medicaid Services. Reminder of Medicare Marketing Guidelines related to 2013 Plan Ratings. <http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/MedicareMarketingGuidelines2013PlanRatings.pdf>. Accessed February 7, 2014.