



MEDICARE DRUG BENEFIT AND C&D DATA GROUP

TO: Medicare Compliance Officers, Part C & D Sponsors

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Second Plan Preview of 2014 Part C and D Star Ratings Data

DATE: September 5, 2013

CMS will release the 2014 Part C and Part D Star Ratings during this fall's open enrollment period. Medicare beneficiaries will be able to view these Star Ratings via the Medicare Plan Finder (MPF) on www.medicare.gov. This memo is to inform Part C and Part D sponsors of the second plan preview period scheduled to begin on September 5, 2013. Questions will be addressed on a rolling basis and must be received no later than 5:00 p.m. Eastern time on **September 17, 2013**.

This preview period allows you to review your Star Ratings data and star assignments in HPMS prior to display on the MPF.

For both Part C and Part D Star Ratings, CMS will display star assignments for each measure, domain, summary and overall level by contract. Cut-points and thresholds for each measure will be provided in the technical notes. The improvement measures star ratings (C33/D07) will be also be available during Plan Preview 2. In addition, there will be an icon that identifies high and low performing contracts displayed on the MPF.

Instructions for Accessing Preview Data

- To access the Part C Star Ratings preview in HPMS, from the left navigation bar select: "Quality and Performance", then "Part C Performance Metrics", then "Part C Report Card Master Table" and then select 2014 for the report period.
- To access the Part D Star Ratings preview, from the left navigation bar select: "Quality and Performance", then "Part D Performance Metrics and Reports", then "Part D Report Card Master Table" and then select 2014 for the report period.
- The technical notes for Part C and D are available via the "Technical Notes" link found on each page in the Master Table modules.

Changes that will be reflected in the measure data since the Plan Preview #1 data were posted on 8/16/13:

- Part C Appeals measures C34 and C35 – updated measure data.
 - C34 – Plan Makes Timely Decision about Appeals – Updates needed to reflect corrections in some cases to the Request dates, and consequently the timeliness of those cases.

- C35 – Reviewing Appeals Decisions – Updates needed to account for reopenings where the IRE changed its decisions.
- Contract-specific measure data corrections (*note these changes are limited to a small number of contracts*)
 - C31/D05 measures – Beneficiary Access and Performance Problems
 - D02 measure - Part D Appeals Auto-forward

During the second plan preview period, CMS expects sponsors to closely review the methodology and their posted data for each measure. Please alert CMS immediately of any suspected data issues or errors in order to allow sufficient time to investigate and process any necessary data corrections. Attachment 1 of this memo lists the information necessary for CMS to process plans' comments. Please be sure to include all listed information in your email to CMS to ensure timely responses. Questions will be addressed on a rolling basis and must be received no later than 5:00 p.m. Eastern time on **September 17, 2013**.

Comments or questions about Part C Star Ratings should be sent to PartCRatings@cms.hhs.gov.

Comments or questions about Part D Star Ratings should be sent to PartDMetrics@cms.hhs.gov.

Thank you for your continued commitment to ensuring the success of the Medicare health and prescription drug programs.

Attachment 1: Required Information for Plan Comments

In order for CMS to efficiently process all plan comments during plan preview periods, the following information must be provided when submitting comments. Failure to provide this information may prevent CMS from responding to comments or questions.

- Identifying information:
 - Contract ID(s) (all that apply)
 - Contract Names
 - PBM/ Contractor (if applicable)
 - Contact Name
 - Contact Email
 - Contact Phone
 - Plan Rating Type (Part C or D)
- Detailed Information:
 - Measure Name
 - Question/Concern (provide as much detail as possible)
- CMS is not seeking general comments on the Star Ratings at this time. There will be an opportunity for plans to comment during the Request for Comments period.
- The technical notes for 2014 have been greatly enhanced from previous versions. Before sending CMS a question, please review the technical notes, including all attachments, for information related to your question.
- If files containing PHI must be sent to CMS, please contact us first.
- Please do not send emails via web-based email systems that require separate log-in, passwords. Messages must be sent directly to the CMS Part C and D mailboxes.