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DATE: July 17, 2024

TO: All Medicare Advantage Organizations, Prescription Drug Plans, and Section 1876 Cost Plans

FROM: Vanessa S. Duran
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SUBJECT: Part C and D Star Ratings: Members Choosing to Leave the Plan Detail Data Available for Review

The Part C and D Star Ratings include one measure that focuses on the percent of members who chose to leave the contract, called the Members Choosing to Leave the Plan measure. In the April 11, 2024, HPMS memo entitled “Information to Review Data Used for Medicare Part C and D Star Ratings and Display Measures,” we encouraged contracts to review the underlying data for the Star Ratings measures for accuracy. The beneficiary-level disenrollment detail data mentioned in this memo are now available for distribution to contracts to review prior to the first plan preview. Additionally, the summary-level disenrollment data are currently available for contracts to review in HPMS.

Prior to requesting the disenrollment detail data files, we request that you identify the person in your organization with access to the mainframe file transfer (MFT) link your organization has with CMS. The MFT link goes by a few different names, such as GENTRAN, Connect:Direct, and TIBCO. This MFT link is the method used to transfer enrollment/disenrollment data between your organization and CMS. Your knowledge of who can retrieve the data is necessary because the files auto-expire after a set period of time and are deleted.

When you are ready to receive the disenrollment detail files, please send an email to PartCandDStarRatings@cms.hhs.gov requesting the files. Your email should indicate that you know who can retrieve the data and list the specific contract numbers for which data are needed.

The Star Ratings team will create and ship the files through MFT. Once the files are uploaded and are ready for the requester to access, we will email the requester that the files are available and will provide the MFT file naming convention and a file layout document. Please allow up to 5 business days to receive a reply email announcing the availability of the files.

Please send any questions to PartCandDStarRatings@cms.hhs.gov.