

CMS Medicare Advantage 2020 Star Ratings

Key Highlights and Preliminary Insights

Pulse8's industry experts have thoroughly reviewed the recently published 2020 Star Ratings and are excited to share our initial insight for health plans.

- **9** new Medicare Advantage Prescription Drug (MA-PD) plans ascended to a 5-Star rating, proving that a focused commitment to quality improvement is critical in maintaining and achieving the gold standard.
- MA-PD contracts across the nation are rated on up to **45** unique quality and performance measures; MA-only contracts (without drug coverage) are rated on up to **33** measures and standalone Prescription Drug Plan (PDP) contracts are rated on up to **14** measures.
- **4-Star Cut-Point** Metrics for 2020
 - Average star rating: **4.16**
 - **52%** of MA-PD contracts earned **4 stars** or higher for their 2020 rating
 - **81%** of MA-PD enrollees are in contracts that have **4 stars** or higher

Pulse8 Insight: These statistics demonstrate that it is essential to keep performing at a level that allows a plan to stay competitive. Low-performing plans will lack the ability to stay competitive.

- Experience and a comprehensive approach are crucial to a plan's success.
- Of the **24** MA-PD contracts that received the gold 5-Star Rating for 2020, nine were new to this group. Plans are able to achieve this rating by making a long-term commitment to quality. Plans that have more experience with the Medicare Advantage (MA) program are more likely to achieve and maintain a 5-Star Rating.

Pulse8 Insight: Ensuring that your plan has a long-term commitment to Quality, as well as a strategic, year-round plan to maximize 5-Star performance, will contribute to star rating improvements.

- Make sure your 4th quarter work plan is extremely targeted *and* integrated with your Risk Adjustment, Pharmacy Benefit Management, Clinical Care, and Customer Service activities.
- Cut points continue to tighten and increase. Improving performance in *every* metric is essential for improving or maintaining the rating. This demands that the organization has a powerful and effective analytics tool combined with a prospective year-round effort.

Qualit8™, Pulse8's quality management solution, enables plans to identify and close existing and potential quality gaps for HEDIS®, Hybrid HEDIS®, and CMS 5-Star Parts C and D measures that can significantly improve both Quality Bonus Payments (QBPs) and Star Ratings. Qualit8 integrates efforts to close Quality gaps with those aimed at documentation and coding, to produce a coordinated road map that is more efficient for the plan and reduces burden to providers, while being respectful to members.

Qualit8 includes the following Components:

- Output File coupling critical Quality gap information with Risk Adjustment gaps at the member level to support combined program integration
- Provider Chase List combining Quality and Risk Adjustment gaps to reduce provider burden, save administrative cost, and increase intervention impact
- Dashboards and Reports covering an array of Quality Measurement *and* Management needs, including:
 - MA 5-Star Quality Ratings
 - Quality Measure Summary and Trends
 - Measure Performance by Provider Group
 - Medication Adherence

In summary, Qualit8 provides the “command center” from which to orchestrate your Quality Management endeavors, using a series of inter-related analytic dashboards, output files, and chase lists.

Please contact us by emailing info@Pulse8.com to discuss how Qualit8 and other Pulse8 solutions can help you achieve the best possible ROI from your Star Rating improvement efforts.

Source: <http://go.cms.gov/partcandstarratings>.