

## Planning for Plan Year 2008: Quality and Performance Ratings for 15 Part D Prescription Drug Plans [Plans Selected from the CMS Medicare Prescription Drug Plan Finder]\*

Types of Plan Ratings		Healthspring Prescription Drug Plan	Silverscript	Advantage Star Plan byn RxAmerica	Community CCRx	MedicareRx Rewards	Aetna Medica Rx	Health Net Orange	CIGNA Medicare Rx	WellCare	Humana PDP	AdvantraRx	UnitedhealthR x	AARP Medicare Rx	Medco Medicare Prescription Plan	SierraRx
Customer service**	Customer Time on Hold	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
	Customer Calls Disconnected	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
	Pharmacist Time on Hold	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
	Pharm Calls Disconnected	★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
	Drug Plan Complaints	★★★★	★★★★	★★	★★★	★★★	★★	★★	★★	★★	★★★	★★★	★★★★	★★★★	★★	★★★
	Helpfulness of Plan w Info	★★★	★★★	★★	★★★	★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★
	Rating of Drug Plan	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★
Filling prescriptions**	Getting Rx Easily	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★
	Pharmacist has Current Enrollment Info	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★
	Pharmacist has Current Member Info re Extra Help	★★★★	★★★★	★★★★	★★	★★★★	★★★★	★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★
	Complaints re Member Benefits & Access to Drugs	★★★	★★★★	★★	★★★	★★★	★★	★	★★	★★★	★★★	★★★	★★★★	★★★★	★★★	★★★
	Complaints re Joining & Leaving Plan	★★★	★★★★	★★★	★★	★★★	★★	★★	★★	★★	★★★	★★★	★★★★	★★★★	★★	★★★
	Delays in Appeals Decisions	★★	★★★	★★★★	★★★	★	★★	★★★	★	★★	★★★	★★★	★★★	★★★	★★	★★★★
	Reviewing Appeals Decisions	★★	★	★	★	★	★★	★	★	★	★	★	★★	★★	★★	NARR
Drug Pricing**	Availability of Drug Coverage and Cost Information	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★★
	How Often the Plan's Drug Prices Change	★★★★★	★★★★	★★★★	★★★	★★★★★	★★★★★	★★★★	★★★★	★	★★	★★	★★★	★★★	★★★★	★★★
	Complaints re Plan's Drug Pricing & Out-of-pocket Costs	★★★★★	★★★	★	★★★	★★★	★★	★★	★★	★★	★★★	★★★	★★★	★★★	★★★	★★★★★

\*Data downloaded October 15, 2007 from the CMS Plan Finder on [www.medicare.gov](http://www.medicare.gov). To compare other PDPs or MA-PD plans in a particular state use the Plan Finder tool on [www.medicare.gov](http://www.medicare.gov).

**Ratings for Plans: The number of stars shows how well the plans perform:** [\*See next page for an explanation of data sources & ratings.]  
**Excellent:** ★★★★★ **Very Good:** ★★★★ **Good:** ★★★ **Fair:** ★★ **Poor:** ★ **NARR:** No appeals required review

## Explanation of Data Sources/Ratings [downloaded from the CMS Plan Finder on [www.medicare.gov](http://www.medicare.gov), individual Plan Ratings pages]:

### Drug Plan Customer Service—how Medicare and members rate the drug plan and how well a drug plan provides customer service.

- **Time on Hold When Customer Calls Drug Plan:** The drug plan's call centers received weekly survey phone calls to track the length of time to reach a live customer service representative. The drug plan's "Customer Service for Current Members – Part D" phone number was monitored. These data were collected from January 1, 2007 to June 30, 2007.
- **Calls Disconnected When Customer Calls Drug Plan:** The data used to measure the performance of the drug plan's customer service come from call center surveillance data collected by Medicare. The drug plan's call centers received weekly survey phone calls to track the number of times a call was disconnected by the drug plan. The drug plan's "Customer Service for Current Members – Part D" phone number was monitored. These data were collected from January 1, 2007 to June 30, 2007.
- **Time on Hold When Pharmacist Calls Drug Plan:** The data used to measure the performance of the drug plan's customer service come from call center surveillance data collected by Medicare. The drug plan's call centers received weekly survey phone calls to track the length of time to reach a live customer service representative. The drug plan's "Pharmacy Technical Help Desk" phone number was monitored. These data were collected from January 1, 2007 to June 30, 2007.
- **Calls Disconnected When Pharmacist Calls Drug Plan:** The data used to measure the performance of the drug plan's customer service come from call center surveillance data collected by Medicare. The drug plan's call centers received weekly survey phone calls to track the number of times a call was disconnected by the drug plan. The drug plan's "Pharmacy Technical Help Desk" phone number was monitored. These data were collected from January 1, 2007 to June 30, 2007.
- **Complaints About the Drug Plan:** The data used to find out the rate of complaints Medicare received about drug plans come from Medicare's Complaints Tracking Module (CTM). These rates represent the number of complaints received for every 1,000 people enrolled in the drug plan (based on Medicare enrollment records), pro-rated to a 30-day basis. These data include complaints received from January 1, 2007 to June 30, 2007.
- **How Helpful is Your Plan When You Need Information:** These data measure the performance of drug plans member satisfaction related to getting help from the drug plan. The data used for this measure come from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey information was collected between April 1, 2007 and June 30, 2007.
- **Rating of Drug Plan:** These data measure the performance of drug plans member satisfaction related to the overall rating of the drug plan. The data used for this measure come from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey information was collected between April 1, 2007 and June 30, 2007.

### Using Your Plan To Get Your Prescriptions Filled—how well drug plans make prescription drugs available to their members.

- **Getting Prescriptions Easily:** These data measure the performance of drug plans member satisfaction related the members' ability to get prescriptions filled easily. The data used for this measure come from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey information was collected between April 1, 2007 and June 30, 2007.
- **Pharmacists Have Up-to-date Plan Enrollment Information:** These data measure the performance of drug plans in sharing information important for filling prescriptions. The percentage includes the total number of enrollees who have complete records provided by the drug plan out of all drug plan enrollees in Medicare's enrollment records. The data used for this measure come directly from Medicare's Management Information Integrated Repository (MIIR) database and represent the completeness of these data from January 1, 2007 to June 30, 2007.
- **Pharmacists Have Up-to-date Information on Plan Members Who Need Extra Help:** These data measure the performance of drug plans in sharing information important for filling prescriptions, especially for drug plan members who need extra help (also known as low income subsidy or LIS beneficiaries). The percentage includes the total number of LIS enrollees who have complete records provided by the drug plan out of all drug plan LIS enrollees. The data used for this measure come directly from Medicare enrollment records and represent the completeness of these data from February 1, 2007 to July 31, 2007.
- **Complaints about the Plan's Benefits And Access to Prescription Drugs:** The data used to find out the rate of complaints Medicare received about drug plans come from Medicare's Complaints Tracking Module (CTM). These rates represent the number of complaints received for every 1,000 people enrolled in the drug plan (based on Medicare enrollment records), pro-rated to a 30-day basis. These data include complaints received from January 1, 2007 to June 30, 2007.
- **Complaints About Joining and Leaving the Plan:** The data used to find out the rate of complaints Medicare received about drug plans come from Medicare's Complaints Tracking Module (CTM). These rates represent the number of complaints received for every 1,000 people enrolled in the drug plan (based on Medicare enrollment records), pro-rated to a 30-day basis. These data include complaints received from January 1, 2007 to June 30, 2007.
- **Delays in Appeals Decisions:** The data used to find out the performance of drug plans in handling appeals come from a third party reviewer (also known as the Independent Review Entity or IRE). This organization evaluates Part D appeals after the drug plan's review. A rate of IRE cases reviewed, because the drug plans did not make a timely decision, is calculated per 10,000 people enrolled in the drug plan (based on Medicare enrollment records). These data include cases processed by the IRE from January 1, 2007 to June 30, 2007.
- **Reviewing Appeals Decisions:** The data used to find out the performance of drug plans in handling appeals come from a third party reviewer (also known as the Independent Review Entity or IRE). This organization evaluates Part D appeals after the drug plan's review. A percentage of cases in which the IRE agreed with the drug plans' decision are displayed. These data include cases processed by the IRE from January 1, 2007 to June 30, 2007. "No Appeals Required Review" means that the appeals for these drug plans did not reach the IRE for review.

### Drug Pricing Information—how well drug plans are doing with pricing prescriptions and providing information on the Medicare website.

- **Availability of Drug Coverage and Cost Information:** The data used for this measure come from price files that drug plans submit for display on Medicare's website (also known as Medicare's Prescription Drug Plan Finder). This measure represents data submitted by drug plans from December 18, 2006 to June 25, 2007.
- **How Often the Plan's Drug Prices Change:** The data used for this measure come from price files that drug plans submit for display on Medicare's website (also known as Medicare's Prescription Drug Plan Finder). This measure is based on data submitted by drug plans between January 1, 2007 and June 30, 2007.
- **Complaints About the Plan's Pricing and Out-of-pocket Costs:** The data used to find out the rate of complaints Medicare received about drug plans come from Medicare's Complaints Tracking Module (CTM). These rates represent the number of complaints received for every 1,000 people enrolled in the drug plan (based on Medicare enrollment records), pro-rated to a 30-day basis. These data include complaints received from January 1, 2007 to June 30, 2007.