

CMS Star Ratings and Your Plan

Approximately 51% of Medicare Advantage (MA) plans offering drug coverage will have a star rating of four or more in 2023, a sharp drop compared to 68% of plans with such a rating or higher for 2022.¹

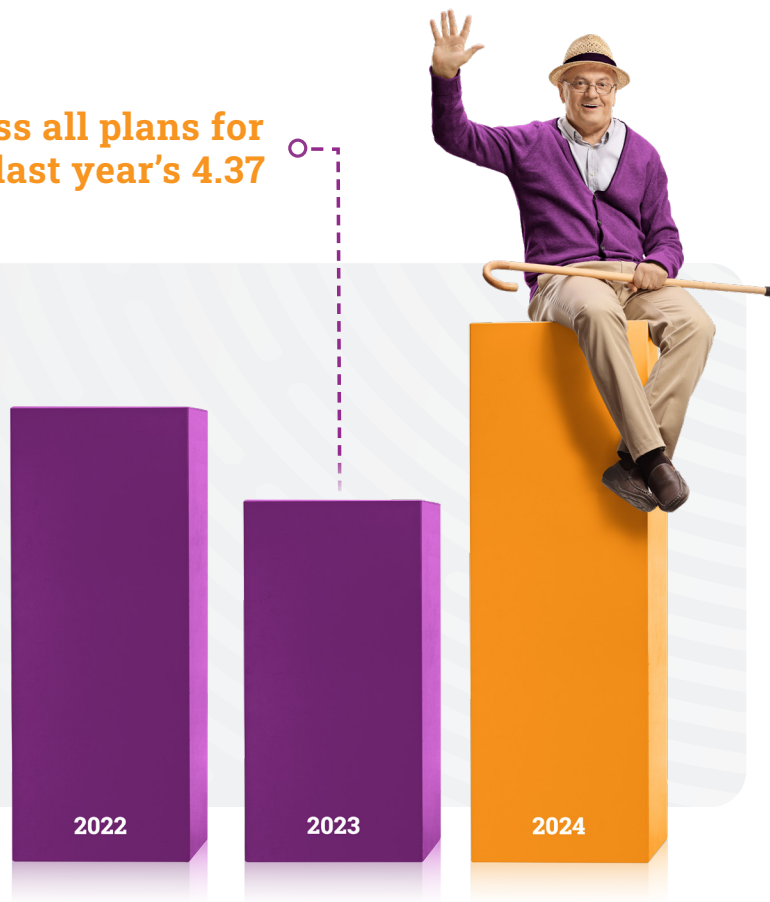
2023 Overall Star Rating Distribution for MA-PD Contracts²

Star Ratings	2022	2023	YoY change
5	74	57	↓
4.5	96	67	↓
4	152	136	↓
3.5	122	116	↓
3	25	90	↑
2.5	2	37	↑

The average rating across all plans for 2023 is 4.15, down from last year's 4.37

How Have Star Measures Changes Impacted Your 2023 Rating and QBP?

- The public health emergency (PHE) disaster provisions "better of" methodology has been removed
- CAHPS member experience weights increased from 2x to 4x (it now accounts for over 1/3 or 32% of the overall Star Rating)



What to Know for 2024

CMS continues to focus on readmissions management and the quality of transitioning patients from hospital to home and will evaluate plans on these new measures:

Transitions of Care (TRC): This new measure assesses post-discharge points of transition from inpatient facilities with new indicators.

- Notification of inpatient admissions
- Receipt of discharge information
- Patient engagement after inpatient discharge
- Medication reconciliation post-discharge

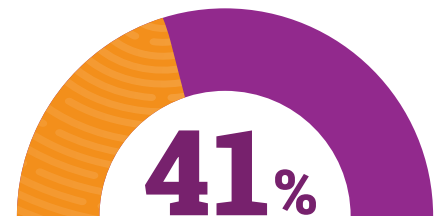
Plan All-Cause Readmissions (PCR): This measure will return to the Star Ratings program and will assess the number of acute inpatient and observation stays that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission.



Discharge from a hospital is a critical transition point in patient care.

Inadequate care coordination at discharge can lead to unplanned readmissions, which are associated with increased mortality and higher healthcare costs.³ More than 40% of medication errors are believed to result from inadequate reconciliation in handoffs during admission, transfer, and discharge of patients.⁴

Almost 1 in 10 of these patients potentially required an intervention, but almost two-thirds of their aftercare providers were unaware that they had an outstanding test.⁵



of Discharged Patients
Still had a test pending at discharge

Take Action on Measures that Improve Transitions of Care

CareCentrix solutions can directly impact Star and HEDIS® measures⁶, including:

- Medication reconciliation post-discharge
- Receiving needed care
- Care coordination
- Obtaining appointments and care quickly
- Care for older adults - medication review
- Transitions of care
- Plan all-cause readmissions

Contact Us to Get Started!

Our solutions can improve member experience and satisfaction through care coordination, transparent communication, and engagement.

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¹"Medicare Advantage star ratings show steep declines for 2023 as pandemic flexibilities go away." Fierce Healthcare, 2022. ²"2023 Medicare Advantage and Part D Star Ratings", CMS Oct 5, 2022 ³"Plan All-Cause Readmissions." National Committee for Quality Assurance, 2022 ⁴"Patient Safety and Quality: An Evidence-Based Handbook for Nurses, Chapter 38 Medication Reconciliation. National Library of Medicine. ⁵"Patient safety concerns arising from test results that return after hospital discharge." National Library of Medicine. ⁶Based on CareCentrix Internal Data Analysis 2022.