

State of the Stars

Key changes to know about for 2020 in the CMS Stars program for Medicare Advantage and Part D plans

At the 2019 Mapping the Stars engagement workshop sponsored by Carenet Health, Medicare Stars expert and consultant Rex Wallace discussed changes that health plans should know about for next year and beyond in his "State of the Stars" presentation. Below, we've gathered a few of his insights for an at-a-glance look.

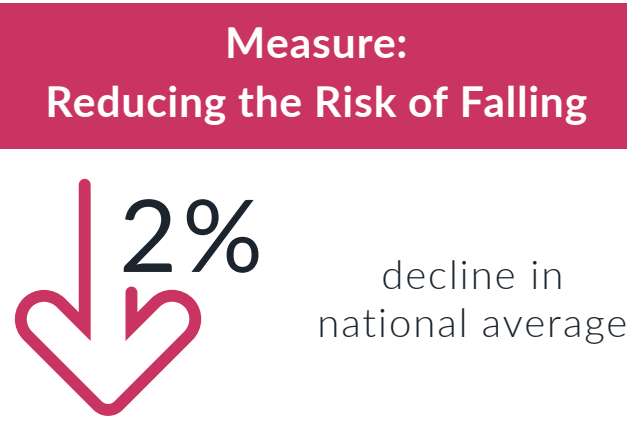
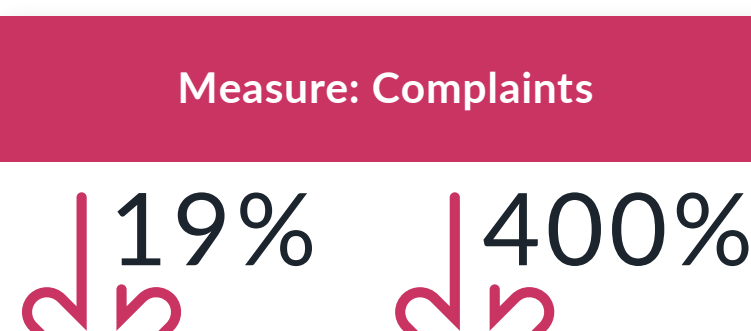
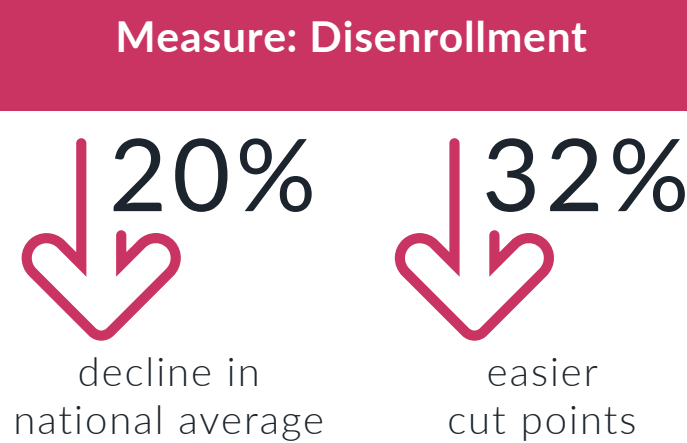
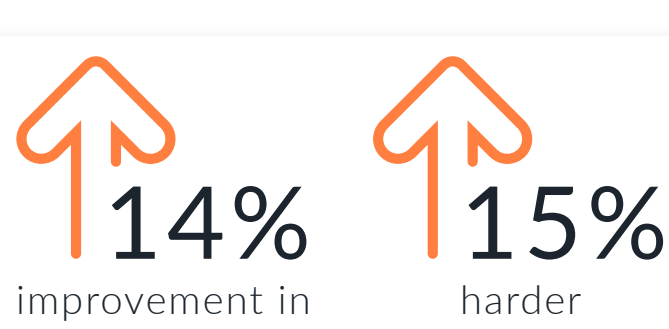
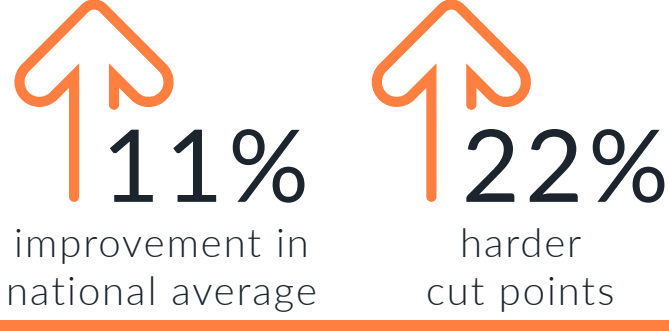
2020 Stars highlights

Cut point changes
2019 Stars vs. 2020 Stars

	2019 Stars	2020 Stars
Cut points got harder	55%	39%
Cut points got easier	23%	34%
Cut points did not change	23%	27%

Note: One of the most important ways to view changes in Stars measures is to look at cut points. Cut points are the ranges within which a plan's score needs to fall to be assigned each Star-level value. CMS adjusts these ranges annually based on how the measures are trending overall nationally, and even a slight percentage change in a cut point range can have a substantial impact on a plan's Star measure ratings and overall Star rating.

Key national cut point changes



Measures:
Improving or Maintaining Mental Health
Monitoring Physical Activity
Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis



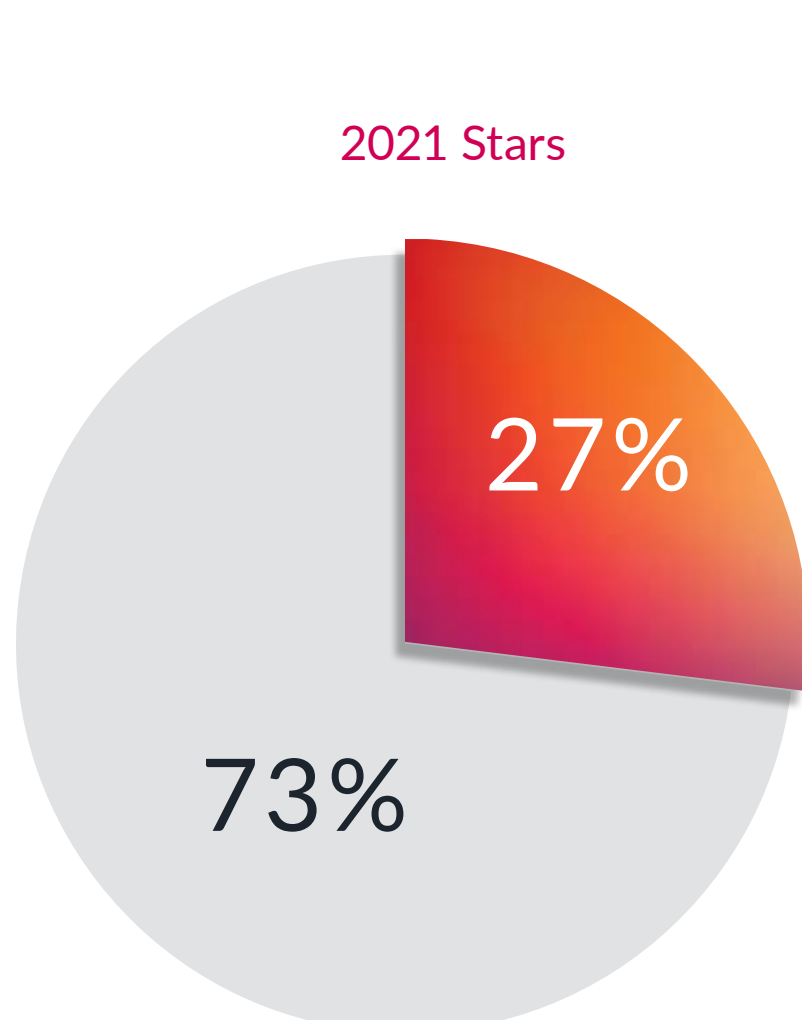
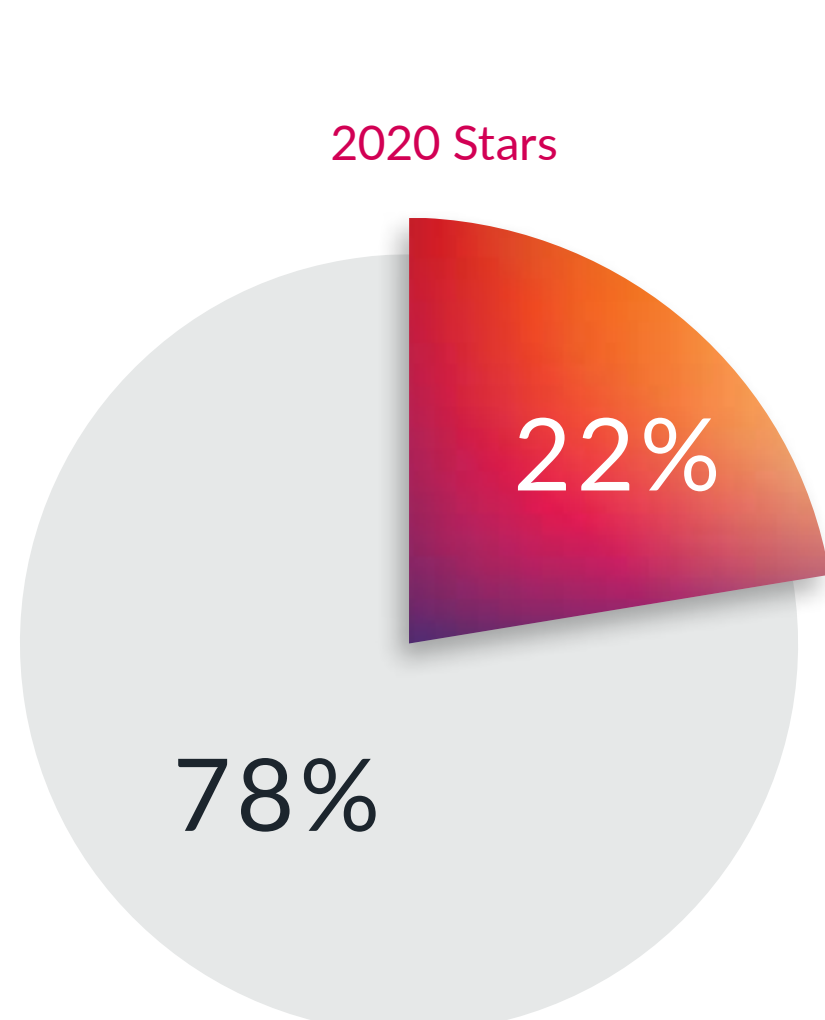
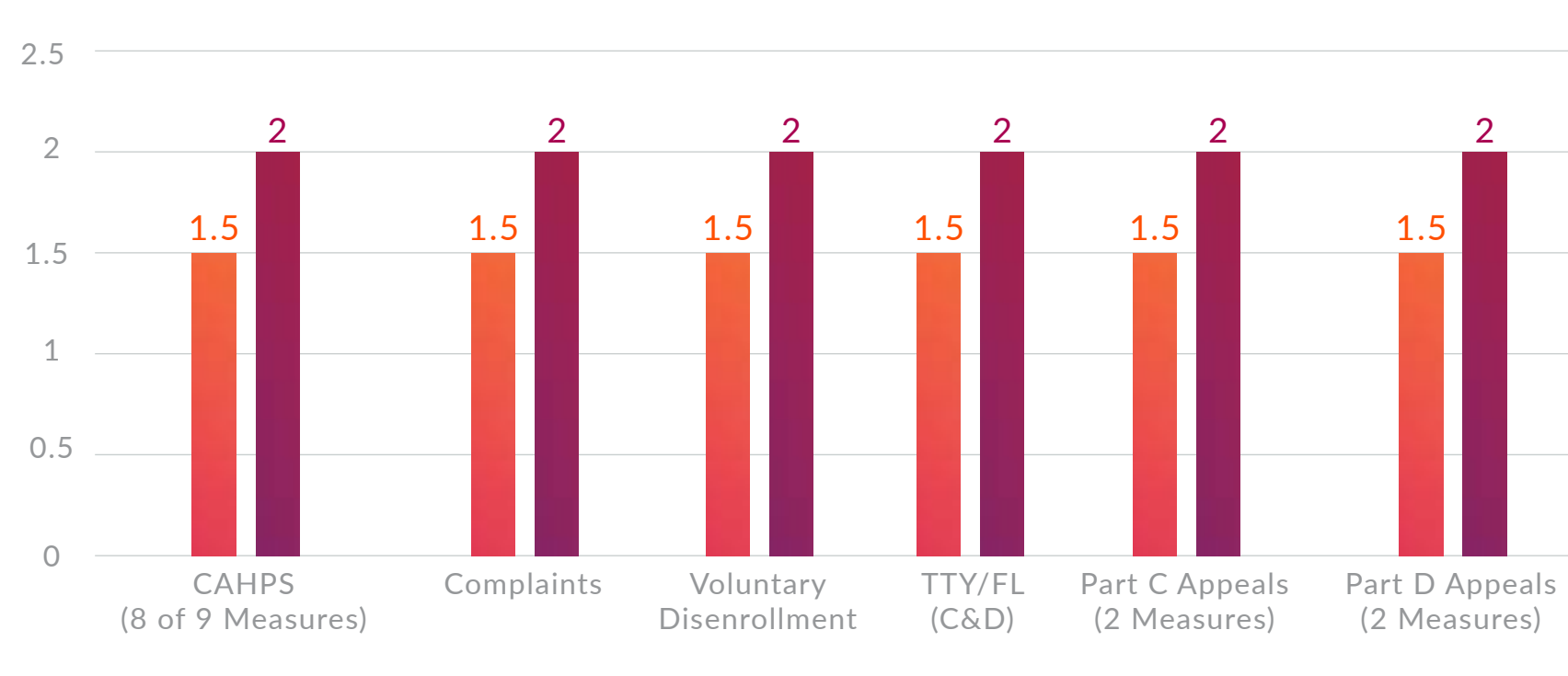
9 measures impacted the most for 2020 Stars
% change vs. 2019 Stars

2020 Star ratings measures	Weight	2 Star	3 Star	4 Star	5 Star	Average
Medication Reconciliation Post-Discharge	1	30%	15%	8%	6%	15%
Plan All-Cause Readmissions	3	17%	20%	13%	40%	22%
Complaints about the Health Plan	1.5	N/A	N/A	-617%	-240%	-428%
Members Choosing to Leave the Plan	1.5	-75%	-33%	-36%	17%	-32%
Health Plan Quality Improvement	5	52%	0%	-9%	13%	14%
Call Center - Foreign Language Interpreter and TTY Availability (Part D)	1.5	-47%	-20%	-11%	-6%	-21%
Appeals Auto-Forward	1.5	-137%	-36%	-112%	-119%	-101%
Appeals Upheld	1.5	18%	16%	6%	2%	11%
Drug Plan Quality Improvement	5	71%	0%	9%	19%	25%

>10% increase in difficulty
>10% reduction in difficulty

The growing importance of member experience

Measure weights from 2020 to 2021 Stars



Many Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures continue to get harder

2020 Star measures	Weight	Cut points for rankings in % (2020 Stars)			
		2 Stars	3 Stars	4 Stars	5 Stars
Annual Flu Vaccine	1	66	70	76	79
Getting Needed Care	1.5	80	82	84	85
Getting Appointments and Care Quickly	1.5	75	76	79	81
Customer Service	1.5	88	89	91	92
Rating of Health Care Quality	1.5	84	85	87	88
Rating of Health Plan	1.5	83	85	87	89
Care Coordination	1.5	83	85	87	88
Rating of Drug Plan	1.5	83	84	86	87
Getting Needed Prescription Drugs	1.5	88	89	90	91

Noted measures that got easier include: Getting appointments and care quickly (3 star cut point), care coordination (2 star cut point) and getting needed prescription drugs (4 star cut point).

The path forward

With member experience increasing in importance, better healthcare engagement becomes even more important, too. If you'd like to discuss ways to impact your plan's Stars scores through Carenet Health's proprietary Intelligent Engagement™ approach, please contact us at marketing@carenehealthcare.com. Or reach out to Rex Wallace for his consulting insights and expertise at rex.wallace@rexwallaceconsulting.com.

Learn more at carenehealthcare.com.