

# Introduction



# 5-Star Plan Agenda



- What does a 5-star rating mean?
- How does a plan obtain a 5-star rating?
- Why is it important to the consumer?
- How can it benefit agents?
- What impact does it have for physicians?



# What Are 5-Star Plans?

## What Does a Five Star Medicare Advantage Plan Mean?

Medicare Advantage plans are rated from 1 to 5 stars, with five stars being an “excellent” rating. This means a five-star plan has the highest overall score for how well it offers members access to healthcare and a positive customer service experience.

Here’s a look at what each star rating means to help you better understand a five-star rating.

- ★★★★★ — excellent
- ★★★★ — above average
- ★★★ — average
- ★★ — below average
- ★ — poor

If a Medicare Advantage plan also includes [Part D prescription drug coverage](#), which most do, then five stars also indicate the plan does an excellent job at offering members access to safe drugs that are priced accurately. This should give you a boost of confidence when choosing a five star Medicare Advantage plan that includes coverage for your medications.



## How does a plan obtain a 5-star rating?

*The Medicare Star Rating System measures the performance of plans based on several categories including quality of care and customer service. The categories are ranked between one to five stars, with five being the highest and one being the lowest. According to Medicare Interactive, Medicare Advantage Plans are rated on their performance in the following five different categories*

1. Staying healthy: screenings, tests, and vaccines
2. Managing chronic (long-term) conditions
3. Plan responsiveness and care
4. Member complaints, problems getting services, and choosing to leave the plan
5. Health plan customer service

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*Part D plans are rated on how well they perform in the following four categories:*

1. Drug plan customer service
2. Member complaints, problems getting services, and choosing to leave the plan
3. Member experience with the drug plan
4. Drug pricing and patient safety

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