

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850

## **MEDICARE DRUG BENEFIT AND C & D DATA GROUP**

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**DATE:** September 7, 2017

**TO:** Medicare Compliance Officers, Part C and D Sponsors

**FROM:** Jennifer R. Shapiro, Acting Director

**SUBJECT:** Second Plan Preview of 2018 Star Ratings Data

This memo is to inform Part C and D sponsors that they can preview their Star Ratings data in the Health Plan Management System (HPMS) prior to display on the Medicare Plan Finder (MPF). The second plan preview will begin on September 8, 2017 and will end on September 18, 2017 at 5pm ET. We have made measure data revisions and Technical Note updates as a result of issues found during the first plan preview. Additionally, each contract's preliminary Star Ratings for each measure, domain, summary score, and overall score will be displayed. Medicare beneficiaries will be able to view the final Star Ratings via the MPF on Medicare.gov in October.

During this second plan preview, CMS expects Part C and D sponsors to again closely review the methodology and their posted data for each measure, as well as their preliminary Star Rating assignments. Sponsors should *immediately* alert CMS of any suspected data issues or errors in order to allow sufficient time to investigate and process any necessary data corrections. If you print or save the data displayed on the HPMS Star Rating preview pages, please double check the current values online prior to submitting emails in case any updates have been made. Prior to the release of data on Medicare Plan Finder, all data in HPMS will be updated with the final 2018 Star Ratings.

### **Instructions for Accessing Preview Data:**

- To access the Part C and D Star Ratings preview in HPMS, select: "Quality and Performance," then "Performance Metrics," then "Star Ratings and Display Measures," then "Star Ratings," and then select 2018 for the report period.
- The Technical Notes for Part C and D are available via the "Technical Notes" link found within the Star Ratings module.

### **Changes from the First Plan Preview:**

- Part C Appeals: Updated source data were included.
- Part D Appeals Upheld measure, D03: These data were updated to include all reopenings decided from 1/1/16 through 4/30/17. Other minor changes may be made as we complete our review. CMS will contact any impacted contracts if there are data changes after the second plan preview.

- C29/D05: Updated exclusions for contract-level service area reductions.
- Call Center: Included data updates for a small number of contracts. Other minor changes may be made as we complete our review. CMS will contact any impacted contracts if there are data changes after the second plan preview.

Please email comments or questions to the following mailbox:

[PartCandDStarRatings@cms.hhs.gov](mailto:PartCandDStarRatings@cms.hhs.gov).

Please include “Plan Preview #2” and a Contract ID in the subject line. If you are emailing about multiple contracts with similar issues, please group your questions into a limited number of emails.

***Do not submit emails requiring CMS to login to a website to access the questions. If you need to share personally identifying information (PII) with us, please contact us via regular email to discuss a safe way to transfer the data.***

Comments and questions will be addressed on a rolling basis and must be received no later than 5:00 p.m. Eastern Time on September 18, 2017.

Marketing reminder: You can use the 2017 Star Ratings in the marketing material during the month of October, but it must be identified as the 2017 Star Ratings data. The 2018 Star Ratings are scheduled to be released on October 11, so by November the materials must be changed to reflect your newest ratings.

Thank you for your continued commitment to ensure the success of the Medicare Advantage and Prescription Drug programs.