



MEDICAL MUTUAL®

## In the News

### Quick Tips: Medicare Star Ratings and Provider Incentives

Medical Mutual is committed to working together with providers to achieve exceptional performance on all Centers for Medicare & Medicaid Services (CMS) quality benchmarks, which in turn ensures our members and your patients receive the right care in the right setting at the right price. As the largest Ohio-based health insurer, we strive to improve the health of all Ohioans.

The Five-Star Quality Rating System developed by CMS measures Medicare Part C and Part D beneficiaries' experience with their health plans and the health plan system. It uses recognized quality measures that serve to provide beneficiaries an objective means for choosing plans. More than that, it supports Medical Mutual's comprehensive Quality Improvement Program, which partners with you to deliver both high-quality care and value to our members.

Star Ratings are published on [Medicare.gov](https://www.medicare.gov) and may be accessed online using the [Medicare Plan Finder](#). All plans are rated on a one- to five-star scale, with one star representing poor performance, three stars representing average performance and five stars representing excellent performance. Provider performance and member surveys are integral components of Star measures.

While CMS Star Ratings measures can change annually, the following is a sample of components that are measured on provider performance:

- Appropriate Medical Care
  - Patients receiving required tests, screenings and vaccines
  - Discussing exercise, physical activity and mental health issues
  - Discussing fall risk management interventions for members who fell or had balance issues in the last six months
  - Discussing and treating members with urinary incontinence
  - Measuring and recording body mass index
  
- Care Coordination
  - Keeping detailed medical records and other information about the member's care
  - Sharing test results in a timely manner
  - Assisting in the member's care management, including specialist care



MEDICAL MUTUAL®

## In the News

- Prescription Drug Management
  - Discussing prescription medications to ensure they are taken as prescribed (e.g., medication adherence for cholesterol, hypertension or diabetes)
  - Prescribing medications that are affordable and on the formulary
  - Educating patients on the value of their prescriptions
  - Prescribing safer drug choices, when available, instead of certain high-risk drugs with serious side effects
- Patient Experience
  - Making it easy for members to get an appointment
  - Reducing wait times and providing timely care
  - Treating the member with courtesy and respect

Providers can help improve Star Ratings by:

- Conducting required Healthcare Effectiveness Data and Information Set (HEDIS) services (e.g., colorectal cancer screening, glaucoma test, diabetes care)
- Helping patients understand the importance of adherence and proper use of their medications, as well as the value of generic drugs
- Reviewing with patients ways to improve health outcomes (e.g., fall risk, bladder control)
- Supporting patients through referral and authorization processes, as appropriate
- Helping patients schedule appointments and obtain needed care in a timely manner

We can work together to improve performance in these areas and look forward to collaborating with you to get the best outcomes for our members and your practice.