



What is a STAR score?

A STAR score is a rating system used by Center for Medicare and Medicaid Services (CMS) to measure how well healthcare plans perform in categories such as quality of care and customer service. Ratings range from 1 STAR (poorest quality) to 5 STARS (highest quality).

Why STAR scores are important

STAR scores allow WellCare to effectively track year-to-year performance, in ensuring that we continually improve the quality of care and service we provide to our members, your patients.

STAR Scores can help you:

- Identify gaps in care for our seniors and individuals with complex medical needs
- Understand how you compare with other WellCare providers as well as with the national average

Why did my STAR threshold goal change?

Unfortunately CMS does not provide to us in advance the thresholds we need to obtain for each measure. Our analytics team uses the most up to date information released to predict probable thresholds.

(continued on back)



**Quality care is a team effort.
Thank you for playing a starring role!**

WellCare
Beyond Healthcare. A Better You.

Why did my 'hits needed' to get to STAR goal increase so significantly from last month?

There are several potential reasons why your hits needed for a specific measure increased from last month.

- 1 Measure thresholds were updated based on the newest regulatory guidance from CMS that allowed for a more precise reflection of our performance and our gap to goal
- 2 Additional members became eligible for the measure
- 3 Loss of compliant members for Medication Adherence and/or Diabetes HbA1c measures
- 4 For provider groups, new providers may have affiliated or disaffiliated since the last report refresh, causing a different provider mix and therefore member mix



What you can do to improve your STAR score

- Help patients stay healthy through preventive screenings, tests and vaccinations, as recommended by HEDIS® measures
- Complete outreach calls to noncompliant members
- Submit accurate and timely claims for every office visit

If you have questions about STAR scores or need more information, please contact your local Provider Relations representative or Quality Practice Advisor (QPA).



Care1st will be integrated into WellCare's operations on April 1, 2019, and branded as WellCare in all future provider communications.

www.wellcare.com