

CMS Star Ratings and their impact on health insurers, PBMs and retail pharmacy

The CMS five-star quality rating system used to measure Medicare beneficiaries' healthcare experience continues to undergo changes that have an impact on the revenue, reimbursement and enrollment of healthcare payers.



What affects rankings?

- ✓ Member access to screenings, tests and vaccines
- ✓ Member management of chronic conditions
- ✓ Plan responsiveness
- ✓ Member complaints and service problems
- ✓ Patient safety and accuracy of drug pricing
- ✓ Customer service

Low performers suffer



- Competitive disadvantage
- Reputational damage
- Exclusion from bonuses and rebates
- Potential loss of enrollees
- Possible plan termination by CMS



High performers soar

- No restrictive open enrollment period
- Financial benefits
- Rebates returned to beneficiaries
- Potential market growth

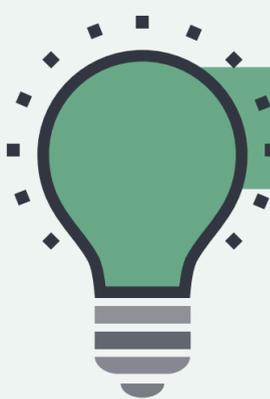
Even though star ratings are not assigned to pharmacies, retailers and pharmacy benefit management (PBM) organizations, these entities play a significant role in improving star ratings in areas such as medication adherence associated with chronic disease categories, customer service and effective care transition.



8 out of 10 triple-weighted ratings are related to medication therapy

Standalone Part D plans, run by PBMs, continue to be a focal point for improvement

In 2015, millions of dollars in fines were linked to pharmacy benefit violations



Smart solutions empower change.

RELY ON comprehensive, accurate drug information to make evidence-based decisions, deliver patient centric care and improve health outcomes.

SUPPORT high-quality care with advanced patient data collection methods that eliminate paper-based forms, provide real-time data and analytic tools to identify areas to improve star ratings.

ENHANCE patient engagement and communication by sharing credible, evidence-based information in the appropriate format, language and literacy level.

DRIVE better outcomes with reference solutions that provide access to the latest and most relevant information for a wide range of clinical criteria, at the point of care.

BUILD patient loyalty and a strong reputation through a website or patient portal with clinician information, institutional branding that distinguishes your organization and a patient-friendly interface for active participation.

Change is constant in the star rating system.
The right solutions – and solutions partner – can help you hit the mark.



Elsevier — Your partner for smarter clinical decisions, improved medicine adherence and higher star ratings.