



Indiana University Health Plans – Medicare – H7220

2019 Medicare Star Ratings

The Medicare Program rates all health and prescription drug plans each year, based on a plan’s quality and performance. Medicare Star Ratings help you know how good a job our plan is doing. You can use these Star Ratings to compare our plan’s performance to other plans. The two main types of Star Ratings are:

- 1) An Overall Star Rating that combines all of our plan’s scores.
- 2) A Summary Star Rating that focuses on our medical or our prescription drug services.

Some of the areas Medicare reviews for these ratings include:

- How our members rate our plan’s services and care;
- How well our doctors detect illnesses and keep members healthy;
- How well our plan helps our members use recommended and safe prescription medications.

For 2019, Indiana University Health Plans – Medicare received the following Overall Star Rating from Medicare.

★ ★ ★ ↘
3.5 Stars

We received the following Summary Star Rating for Indiana University Health Plans - Medicare’s health/drug plan services:

Health Plan Services: ★ ★ ★ ★
4 Stars

Drug Plan Services: ★ ★ ★ ↘
3.5 Stars

The number of stars shows how well our plan performs.

- ★ ★ ★ ★ ★ 5 stars - excellent
- ★ ★ ★ ★ 4 stars - above average
- ★ ★ ★ 3 stars - average
- ★ ★ 2 stars - below average
- ★ 1 star - poor

Learn more about our plan and how we are different from other plans at www.medicare.gov.

You may also contact us seven days a week from 8:00 a.m. to 8:00 p.m. Eastern time at 866.327.7497 (toll-free) or 800.743.3333 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern time.

Current members please call 800.455.9776 (toll-free) or 800.743.3333 (TTY).

Indiana University Health Plans is a Medicare Advantage organization with a Medicare contract. Enrollment in Indiana University Health Plans depends on contract renewal. Other pharmacies/physicians/providers are available in our network. Product types include HMO and HMO POS.

ATTENTION: Our Customer Solutions Center has free language interpreter services available for non-English speakers. Call 800.455.9776 (TTY: 800.743.3333). **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800.455.9776 (TTY: 800.743.3333).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電800.455.9776（TTY：800.743.3333）。

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