

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. 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, Capital Health Plan received the following Overall Star Rating from Medicare.

★★★★☆
4.5 Stars

We received the following Summary Star Rating for Capital Health Plan’s health/drug plan services:

Health Plan Services: ★★★★★
4.5 Stars

Drug Plan Services: ★★★★★
4 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 7 days a week from 8:00 a.m. - 8:00 p.m. local time at 877-247-6512 (toll-free) or 877-870-8943 (TTY), from October 15 to March 31. Our hours of operation for the rest of the year are Monday through Friday from 8:00 a.m. to 8:00 p.m. local time.

Current members please call 877-247-6512 (toll-free) or 877-870-8943 (TTY).

*Star Ratings are based on 5 Stars. Star Ratings are assessed each year and may change from year to the next.

Capital Health Plan Advantage Plus (HMO), Preferred Advantage (HMO) and Retiree Advantage (HMO) are HMO plans with a Medicare contract. Enrollment in Capital Health Plan Advantage Plus, Preferred Advantage and Retiree Advantage depends on contract renewal.

Capital Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-247-6512 (TTY: 1-877-870-8943).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-247-6512 (TTY: 1-877-870-8943).