

October 2019

Thank You For Helping Us Maintain a Five-Star Rating!



Dear Medicare Advantage Providers and Staff:

The Centers for Medicare & Medicaid Services (CMS) just announced that our Medicare Advantage HMO plans have once again received the highest possible rating of five stars. **Thank you!** This couldn't be achieved without you and your staff's hard work and dedication in delivering the highest quality of care to our Medicare Advantage and Medicare Part D members.

Providers, specialists and staff members play a significant role in caring for our members, and we know helping us continue to achieve five stars isn't without its challenges. While primary care providers (PCPs) and their staff manage the member's care, we also want to recognize the specialists who work alongside us to close care gaps. We appreciate the time and effort it takes you to track these measures, share information with us and make sure our members receive the right care at the right time.

In addition to these efforts, the role you and your staff play in ensuring a high Consumer Assessment of Healthcare Providers and Systems (CAHPS^{®1}) survey score is also critical in receiving this high quality rating.

Again, thank you to the providers, specialists and staff members for working with us to maintain our five-star rating – because we know it's YOU that makes high quality care possible.

Sincerely,

A handwritten signature in black ink that reads "E. Malko MD".

Elizabeth Malko, M.D.
Vice President of Medicare Solutions

Florida Blue Medicare is an HMO plan with a Medicare contract. Enrollment in Florida Blue Medicare depends on contract renewal. HMO coverage is offered by Florida Blue Medicare, Inc., DBA Florida Blue Medicare, an Independent Licensee of the Blue Cross and Blue Shield Association.

¹CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).