

What are CMS Star measures?

The Centers for Medicare & Medicaid Services (CMS) use a five star system to measure Medicare members' experience with the health care system; one being the lowest rating and five being the highest rating. CMS Star ratings apply to:

- Medicare Advantage (MA) plans including:
 - Health Maintenance Organizations (HMO)
 - Preferred Provider Organizations (PPO)
 - Private Fee-For-Service (PFFS)

CMS Star ratings are a key component in financing health care benefits. In addition, these ratings are posted on the [CMS Consumer website](https://www.cms.gov/ccio/) (<https://www.cms.gov/ccio/>) and help consumers choose their health care plan.

CMS Star ratings include quality of care measures such as Adult BMI, Controlling Blood Pressure, Breast Cancer Screening, Osteoporosis Management in Women Who Had a Fracture, Comprehensive Diabetes Care, Colorectal Screenings, and others.

CMS Star Rating Goals

- Assist in the implementation of the Affordable Care Act
- Clarification of program requirements
- Strengthen protection of beneficiaries
- Identify health plans that perform better
- Remove consistently poor health plan performers

Identification of CMS Star Ratings

CMS Star ratings are based on measures identified within five categories:

- Staying Healthy such as screenings, tests and vaccines
- Managing chronic conditions such as rheumatoid arthritis and osteoporosis
- Member experience with health plan
- Member complaints, timely service, health plan performance improvement
- Customer Service

Benefits of CMS Star Ratings for Providers

- Improvement in patient-physician relationships
- Improvement in health plan-physician relationships
- Awareness of patient safety
- Improvement in completion of preventive screenings and early disease detection
- Improvement in the treatment of chronic conditions

What are CMS Star measures? (Continued)

Benefits of CMS Star Ratings for Members

- Improvement in patient-physician relationships
- Improvement in access to care
- Improvement in customer service
- Improvement in completion of preventive screenings and early disease detection

Tips for Improving CMS Star Ratings

- Improvement in the treatment of chronic conditions
- Persuades patients to complete recommended preventive screenings
- Implement practice processes to identify and complete CMS Star measures during the visit
- Ensure claims coding is correct
- Provide clinical data as needed to Florida Blue
- Communicate clearly with patients and ensure you have answered all of their questions
- Provide education regarding the CMS Star ratings to your staff and providers
- Incorporate questions contained in the CAHPS and HOS Surveys
- Close the care gaps identified on the reports that you receive or that are available in Availity

For more information regarding CMS Star Ratings

To research more on the CMS Star rating you may choose to visit CMS at: <http://www.cms.gov>