

Introduction to the Consistent Poor Performer February Notice

What's the purpose of this notice?

This notice lets people know that they are enrolled in a plan that has been identified as a consistent poor performer. This means that the plan has received an overall star rating of less than three stars for at least three years. This notice informs people of a one-time opportunity to move into a higher rated plan.

Who gets this notice?

Medicare mails this notice to people who recently enrolled in plans that have an overall star rating of “poor” or “below average” for at least the last three years. The February notice is specifically sent to people who enrolled in consistently poor performing plans during the Medicare fall open enrollment period.

This is the second of two notices sent to individuals enrolled in low performing plans. The first notice was sent in November (CMS Product Number 11627 or 11627-S) to beneficiaries enrolled in poor performing plans as of the beginning of the fall open enrollment period.

When do people get this notice?

This notice is mailed February.

What should people do next?

People with Medicare should consider their options carefully. They should:

- Review their health and prescription drug needs and use the Medicare Plan Finder to find and compare plans in their area.
- Call 1-800-MEDICARE (1-800-633-4227) if they want to change plans. TTY users should call 1-877-486-2048.
- Call their State Health Insurance Assistance Programs (SHIP) for free personalized health insurance counseling. See the “Medicare & You” handbook or call 1-800-MEDICARE for the phone number for their state.

People should reference CMS Product No. 11633 or 11633-S if they call Medicare or their SHIP with questions.

<BENEFICIARY NAME>
<ADDRESS>
<CITY STATE ZIP>HICN <1234>
February 2014

Important Information About Your Medicare Plan Options

Each year we give Star Ratings to Medicare health and drug plans. These ratings help you compare plans based on their quality and performance.

A plan can get ratings between 1 and 5 stars. (Some plans may be too new or not have enough information to be rated.)

★★★★★	“Excellent”	★★	“Below average”
★★★★	“Above average”	★	“Poor”
★★★	“Average”		

You recently enrolled in <ORGANIZATION’S NAME>’S <PLAN NAME>. <ORGANIZATION NAME> has been rated “below average” or “poor” for at least the last three years. If you decide you don’t want to be in this plan, you have a one-time chance to choose and enroll in a plan rated 3 stars or better.

What to Do Next

1. Visit Medicare.gov/find-a-plan to find and compare plans in your area. You can even enter your information for a personalized search if you like. Once you see the list of plans, you can view the Star Ratings by selecting the plan name.
2. Review your health and prescription drug needs and compare your coverage with other available options to see if there’s a better choice for you.
3. If you are happy with the plan you have now, you don’t have to do anything.

If You Want to Change Plans

You can change plans by calling 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. Your new coverage will start the first day of the month after you call.

Get Help & More Information

To get help with your choices, call your State Health Insurance Assistance Program (SHIP) at <SHIP phone number> or call 1-800-MEDICARE.

¿Necesita usted una copia de este aviso en Español? Llame al 1-800-MEDICARE (1-800-633-4227). Los usuarios de TTY deberán llamar al 1-877-486-2048.



<BENEFICIARY NAME>
<ADDRESS>
<CITY STATE ZIP>

HICN <1234>
Febrero 2014

Información Importante Sobre Sus Opciones de Planes Medicare

Cada año se clasifican con estrellas los planes de salud y de medicamentos de Medicare. Estas clasificaciones le ayudan a comparar la calidad y servicio de los planes.

Un plan puede tener una calificación entre 1 y 5 estrellas. (Algunos planes pueden ser demasiado nuevos o no tienen información suficiente para ser clasificados.)

★★★★★ “Excelente”

★★ “Debajo promedio”

★★★★ “Encima promedio”

★ “Malo”

★★★ “Promedio”

Su reciente inscripción en el <PLAN NAME> de <ORGANIZATION’S NAME>. <ORGANIZATION NAME> ha sido clasificada por un mínimo de tres años como “pobre” o “debajo promedio”. Si decide cambiar de plan, usted tiene una oportunidad para elegir e inscribirse en un plan con una clasificación de por lo menos 3 estrellas.

Qué Hacer Después

1. Visite Medicare.gov/find-a-plan para buscar y comparar los planes en su área. Puede hasta incluir su información para una búsqueda personalizada. Cuando vea la lista de planes, puede ver la clasificación de estrellas seleccionando el nombre del plan.
2. Revise sus necesidades de salud y medicamentos recetados. Compare su cobertura con otras opciones disponibles y decida cuál es la más adecuada para usted.
3. Si está satisfecho con su plan, no tiene que tomar acción.

Si Quiere Cambiar de Plan

Llame al 1-800-MEDICARE para hacer el cambio. Los usuarios de TTY deberán llamar al 1-877-486-2048. Su cobertura comenzará el primer día del mes siguiente de haber llamado.

Para Ayuda y Más Información

Para conseguir ayuda con sus opciones, llame al Programa Estatal de Asistencia con el Seguro Médico (SHIP en inglés) al <SHIP phone number> o llame al 1-800-MEDICARE.

To get a copy of this notice in English, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.