

MedStar Family Choice, Inc - H9915

2017 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. 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 2017, MedStar Family Choice, Inc received the following Overall Star Rating from Medicare.

★★★
3 stars

We received the following Summary Star Rating for MedStar Family Choice, Inc's health/drug plan services:

Health Plan Services: ★★★★
3.5 stars

Drug Plan Services: ★★★
3 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. to 8:00 p.m. Eastern time at 855-242-4870 (toll-free) or 855-250-5604 (TTY), from October 1 to February 14. Our hours of operation from February 15 to September 30 are Monday from 8:00 a.m. to 8:00 p.m. Eastern time, Tuesday from 8:00 a.m. to 8:00 p.m. Eastern time, Wednesday from 8:00 a.m. to 8:00 p.m. Eastern time, Thursday from 8:00 a.m. to 8:00 p.m. Eastern time, Friday from 8:00 a.m. to 8:00 p.m. Eastern time, Saturday from 8:00 a.m. to 3:00 p.m. Eastern time.

Current members please call 855-222-1041 (toll-free) or 855-250-5604 (TTY).

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

MedStar Medicare Choice 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 1-855-242-4870 (TTY: 1-855-250-5604).

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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 1-855-242-4870 (TTY: 1-855-250-5604) 。

MedStar Medicare Choice (HMO), MedStar Medicare Choice Dual Advantage (HMO SNP) and MedStar Medicare Choice Care Advantage (HMO SNP) have contracts with Medicare. MedStar Medicare Choice Dual Advantage also has contracts with the D.C. Department of Health Care Finance and the Maryland Department of Health and Mental Hygiene (Medicaid) programs. Enrollment in MedStar Medicare Choice depends on contract renewal.

MedStar Medicare Choice Dual Advantage is available to anyone who has both Medical Assistance from the State and Medicare. MedStar Medicare Choice Care Advantage is available to anyone with Medicare who has been diagnosed with chronic heart failure and/or diabetes.

