



# Western New York's ONLY 5-Star Medicare Advantage Plans\*



## Quality Matters

**As a 5-star Medicare Advantage plan,  
you can switch to us at any time during the year.**

### What are Medicare Star Ratings?

- Star ratings, compiled annually by Medicare, are an unbiased way to compare Medicare Advantage plans based on quality, value and performance.
- Health and pharmacy services are rated together through information gathered from clinicians, member surveys and other trusted sources.
- Stars for each plan show how well the plan performs cumulatively on a set of quality measures, designed to help Medicare beneficiaries objectively choose a plan.
- Ratings are based on a five-star scale, with one star meaning “poor” quality ranging up to five stars for “excellent” quality.

### How are Star Ratings Measured?

- **Health Services:**
  - **Staying healthy:** Rates how often members got various screening tests, vaccines and other checkups to help them stay healthy.
  - **Managing chronic (long-term) conditions:** Rates how often members with different conditions received certain tests and treatments to help them manage their condition.
  - **Member experience with the health plan:** Rates member satisfaction with the plan based on how easy it is to get needed care, appointments, information and help from the plan (customer service).
  - **Member complaints and changes in the health plan's performance:** Measures how many complaints Medicare received about the health plan, the number of members who chose to leave the plan and how the health plan's quality improved or declined from the previous year.
  - **Health plan customer service:** Rates the timeliness and fairness of the health plan's appeals decisions.

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- **Drug Services:**

- **Drug plan customer service:** Rates how well the drug plan handles calls and makes decisions about member appeals.
- **Member complaints and changes in the drug plan's performance:** Measures how many complaints Medicare received about the drug plan, the number of members who chose to leave the plan and how the drug plan's quality improved or declined from the previous year.
- **Member experience with drug plan:** Rates member satisfaction.
- **Drug safety and accuracy of drug pricing:** Rates how well the drug plan prices prescriptions and provides updated information on the Medicare website. Also rates information on how often members with certain medical conditions get prescription drugs that are considered safer and clinically recommended for their condition.

For more information about how Star Ratings are measured, visit [medicare.gov](https://www.medicare.gov).

It's not too late to experience the RedShirt® Treatment.  
Switch to Independent Health Today.



\*Every year, Medicare evaluates plans based on a 5-star rating system. Independent Health is the only Medicare Advantage plan in all 8 counties within the WNY service area to have 5 stars. Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal. ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-665-1502 (TTY: 711). Independent Health 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 1-800-665-1502 (TTY: 711). 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 1-800-665-1502 (TTY: 711).

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## IMPORTANT INFORMATION:

### 2024 Medicare Star Ratings

Official U.S.  
Government  
Medicare  
Information



#### Independent Health - H3362

For 2024, Independent Health - H3362 received the following Star Ratings from Medicare:

**Overall Star Rating:** ★★★★★

**Health Services Rating:** ★★★★★

**Drug Services Rating:** ★★★★★

Every year, Medicare evaluates plans based on a 5-star rating system.

#### Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.



This plan got  
**MEDICARE'S  
HIGHEST  
RATING** (5 stars)

The number of stars show how well a plan performs.

- ★★★★★ EXCELLENT
- ★★★★☆ ABOVE AVERAGE
- ★★★☆☆ AVERAGE
- ★★☆☆☆ BELOW AVERAGE
- ★☆☆☆☆ POOR

#### Get More Information on Star Ratings Online

Compare Star Ratings for this and other plans online at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

#### Questions about this plan?

Contact Independent Health 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern time at 800-958-4405 (toll-free) or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern time. Current members please call 800-665-1502 (toll-free) or 711 (TTY).

Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal.

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## IMPORTANT INFORMATION:

### 2024 Medicare Star Ratings

Official U.S.  
Government  
Medicare  
Information



#### Independent Health - H3344

For 2024, Independent Health - H3344 received the following Star Ratings from Medicare:

**Overall Star Rating:** ★★★★★

**Health Services Rating:** ★★★★★

**Drug Services Rating:** ★★★★★

Every year, Medicare evaluates plans based on a 5-star rating system.

#### Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.



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- ★★★☆☆ AVERAGE
- ★★☆☆☆ BELOW AVERAGE
- ★☆☆☆☆ POOR

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H3344\_C9440\_M Accepted 10222023

