

## Important Information:

### 2024 Medicare Star Ratings

#### CarePlus Health Plans, Inc. - H1019



For 2024, CarePlus Health Plans, Inc. - H1019 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.

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 CarePlus Health Plans, Inc. 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern time at 800-794-4105 (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 800-794-5907 (toll-free) or 711 (TTY).