



2018 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 2018, Health Choice Generations HMO SNP received the following Overall Star Rating from Medicare.



We received the following Summary Star Rating for Health Choice Generations HMO SNP's health/drug plan services:

Health Plan Services:



Drug Plan Services:



The number of stars shows how well our plan performs.

Table with 2 columns: Star icons and corresponding descriptions (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. Local time at 800-656-8991 (toll-free) or 711 (TTY).

Current members please call 800-656-8991 (toll-free) or 711 (TTY).

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

Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

Health Choice Generations HMO SNP is a Coordinated Care Plan with a Medicare contract and a contract with the Arizona Medicaid program.

Health Choice Generations HMO SNP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Health Choice Generations HMO SNP cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Health Choice Generations HMO SNP bik'ehgo hójił'ínígíí bidadeeti'ígíí Wááshindoon t'áá át'é bilá'ashdla'ii bee bá ádahaazt'i'ígíí bibee haz'áanii dóó doo ak'íjį' nitsáhákees da díí ninahjį' ał'áá dadine'é, dine'é bikágí át'ehígíí, binááhah'ígíí, nazhnił'ago da, éí doodaii' asdzání dóó diné át'ehígíí.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-656-8991 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-656-8991 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yánłti'go Diné Bizaad, saad bee áká'ánida'áwo'déé', t'áá jiiik'eh, éí ná hóló, koji' hódíłnih 1-800-656-8991 (TTY: 711)