

HOW MANY STARS ★★★★★ Does Your Medicare Plan Have?

USE THE MEDICARE STAR QUALITY RATING SYSTEM

FROM THE CENTERS FOR MEDICARE & MEDICAID SERVICES

What the number of stars represents



★★★★★ EXCELLENT performance
★★★★☆ ABOVE AVERAGE performance
★★★☆☆ AVERAGE performance
★★☆☆☆ BELOW AVERAGE performance
★☆☆☆☆ POOR performance



Medicare-eligible members can enroll in, or upgrade to a 5-star Medicare health plan nearly all year long — from now through **November 30, 2014**

IMPORTANT FACTS:

Only 11 out of 431* rated Medicare plans received 5 stars for 2014.

All Kaiser Permanente plans are 5-star rated.

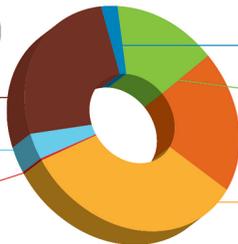
MEDICARE ADVANTAGE PLANS AND RATINGS

431 TOTAL PLANS

3 stars = 109

2.5 stars = 16

2 stars = 1



5 stars = 11

4.5 stars = 64

4 stars = 87

3.5 stars = 143

* More than 200 plans were not rated due to lack of information or were too new.

KP serves beneficiaries in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Washington state, Washington, D.C., and Virginia.

50+ CARE AND SERVICE QUALITY MEASURES ARE RATED including:



Staying Healthy



Managing Chronic Conditions



Member Satisfaction



Customer Service



Pharmacy Services

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.

LEARN MORE:

kp.org/medicarestars | medicare.gov/find-a-plan | 1-800-MEDICARE

 KAISER PERMANENTE®

