

Tips to Safeguard Star Ratings & Revenue



2024 CMS Star Rating Update: As nearly half of Medicare Advantage plans look to rebound from Star rating declines¹, understanding some of the upcoming changes will be key to improving their performance.

Star Rating Changes & the Impact to Care in the Home

CMS continues to adjust MA Plan quality of care measurements and has tightened the focus on measuring outcomes for readmissions management, transitions of care, health equity, and SDoH.

Losing 1/2 a star could result in a projected

\$800M
loss in revenue²

Here are some changes to consider when looking at your health at home strategy for 2024:



Tukey Guardrails:

Achieving performance measures will continue to be difficult due to the elimination of outliers that impact areas such as call center operations, language translation services, and breast cancer screening rates.



CAHPS® Weighting Changes

Increased from 2x to 4x in 2023. The measure, which ties directly to member feedback on their experience, now accounts for 32% of the overall Star Rating.



Plan All-Cause Readmission (PCR):

A measure that will assess the number of acute inpatient and observation stays that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission. Weights will increase from 1x to 3x in 2025.



Transitions of Care (TRC):

A measure of the percent of discharges for members who have each of the following indicators:

- Notification of inpatient admissions and discharge
- Patient engagement after inpatient discharge
- Provider receipt of discharge information
- Medication reconciliation post-discharge



Social Need Screen and Intervention (SNS)

A measure of the percentage of members who were screened at least 1X for food, housing, and transportation insecurity, and if positive, received an intervention within 30 days.



Social Connection Screening:

A measure that will capture screening and intervention data on members experiencing loneliness, social isolation, or poor social support. Still under development, CMS will take feedback during the HEDIS® public comment period in spring 2024.



Boost Star Ratings with Member Engagement

The path to optimal Star ratings starts with improving the member experience and CAHPS® through these two areas:



Whole-person care:

Through this holistic approach to care, your plan can address members' clinical and non-clinical needs, leverage predictive analytics, utilize member engagement strategies, and deliver compassionate, culturally-competent care to close care gaps and ensure the right care at the right time.



Health at home:

Address your member population's unique needs, engage with them throughout the care journey, and use multi-modal communications to monitor and support adherence and clinical interventions that can improve plan performance.



Care Transitions from Hospital to Home Matter

Inadequate care coordination at discharge can lead to unplanned readmissions, increased mortality, and higher healthcare costs.³

+40%

of medication errors

are believed to result from inadequate reconciliation in handoffs during admission, transfer, and discharge.⁴

41%

of discharged patients

still have a pending test at discharge.⁵

How CareCentrix® Can Help Your Plan

Our solutions can improve member experience and satisfaction through **care coordination, transparent communication, and engagement.**

CareCentrix can impact Star and HEDIS quality measures including:

- Medication reconciliation
- Care coordination
- Obtaining appointments & care quickly
- Fall risk
- Transitions of care
- Plan all-cause readmissions
- Encouraging preventative screenings and care, testing, and vaccines, and social screenings

Safeguard Your Star Ratings and Revenue

Improve member engagement and satisfaction by empowering health at home with CareCentrix.

Contact Us Today:

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¹"Medicare Advantage star ratings show steep declines for 2023 as pandemic flexibilities go away." Fierce Healthcare, 2022. ²Tukey Gate: Insurers vexed by Medicare Advantage Star ratings declines." Modern Healthcare, 2023. ³"Plan All-Cause Readmissions." National Committee for Quality Assurance, 2022. ⁴Patient Safety and Quality: An Evidence-Based Handbook for Nurses, Chapter 38 Medication Reconciliation. National Library of Medicine. ⁵"Patient safety concerns arising from test results that return after hospital discharge." National Library of Medicine. ⁶Pending Laboratory Tests and the Hospital Discharge Summary in Patients Discharged To Sub-Acute Care." National Library of Medicine. ⁶Based on CareCentrix Independent Payor Research, 2022.