

Indiana University Health Plans earns high marks from Medicare and members for quality and service for second straight year.



Member Satisfaction Rating ★ ★ ★ ★ ★
Overall Plan Rating ★ ★ ★ ★ ☆

With so many choices in healthcare and more industry reform changes on the way, Medicare beneficiaries are encouraged to learn about the Medicare health plan ratings published by the Centers for Medicare and Medicaid Services (CMS). In CMS' most recent ratings report, IU Health Plans, a locally based Medicare Advantage plan provider, achieved a 4.5 out of 5 star "Overall Plan Rating" from Medicare and a perfect 5-star satisfaction rating from its members, as published in the *2012 Medicare & You* handbook.

CMS' detailed rating system helps Medicare beneficiaries compare plans based on a consistent set of criteria and holds plans accountable to standards of care. According to the CMS website, medicare.gov, the overall score is based on the health plan's quality and performance in five categories and 36 topic areas, including:

- **preventive services (screening, tests and vaccines);**
- **managing long-term health conditions;**
- **responsiveness and care;**
- **member complaints and appeals; and**
- **telephone customer service.**

Medicare beneficiaries in Indiana and across the nation are currently using these CMS comparisons to make decisions about Medicare coverage. IU Health Plans, offering Medicare Advantage plans since 2008, is a wholly owned subsidiary of Indiana University Health, a statewide health system offering the assurance of nationally recognized providers. IU Health Plans is a Medicare Advantage organization with a Medicare contract serving 32 Indiana counties.



Health Plans

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