

# Planning for Plan Year 2008: Quality and Performance Ratings for 15 Part D Prescription Drug Plans\*

Types of Plan Ratings		Healthspring Prescription Drug Plan	Silverscript	Advantage Star Plan byn RxAmerica	Community CCRx	MedicareRx Rewards	Aetna Medica Rx	Health Net Orange	CIGNA Medicare Rx	WellCare	Humana PDP	AdvantraRx	UnitedhealthRx	AARP Medicare Rx	Medco Medicare Prescription Plan	SierraRx	
Customer service	Customer Time on Hold	★★★★	★★★★★	★★★★	★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	
	Customer Calls Disconnected	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	
	Pharmacist Time on Hold	★★★★★	★★★★★	★★★★	★★★★	★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	
	Pharm Calls Disconnected	★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	
	Drug Plan Complaints	★★★★	★★★★	★★	★★★	★★★	★★	★★	★★	★★	★★★	★★★	★★★★	★★★	★★	★★★	
	Helpfulness of Plan w Info	★★★	★★★	★★	★★★	★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★
	Rating of Drug Plan	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★
Filling prescriptions	Getting Rx Easily	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	
	Pharmacist has Current Enrollment Info	★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★	★★★★	★★★★★	★★★★★	★★★	★★★★★	★★★★★	★★★★★	★★★★	
	Pharmacist has Current Member Info re Extra Help	★★★★★	★★★★★	★★★★★	★★	★★★★	★★★★★	★★	★★★★	★★★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★
	Complaints re Member Benefits & Access to Drugs	★★★	★★★★	★★	★★★	★★★	★★	★	★★	★★★	★★★	★★★	★★★★	★★★★	★★★	★★★	★★★
	Complaints re Joining & Leaving Plan	★★★	★★★★	★★★	★★	★★★	★★	★★	★★	★★	★★★	★★★	★★★★	★★★★	★★	★★	★★★
	Delays in Appeals Decisions	★★	★★★	★★★★★	★★★	★	★★	★★★	★	★★	★★	★★★	★★★	★★★	★★★	★★	★★★★★
	Reviewing Appeals Decisions	★★	★	★	★	★	★★	★	★	★	★	★	★★	★★	★★	★★	NARR
Drug Pricing	Availability of Drug Coverage and Cost Information	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★	★★★★★	★★★★★	★★★★★	★★★	★★★★★	★★★★★	★★★★★	★★★	★★★★★	
	How Often the Plan's Drug Prices Change	★★★★★	★★★★	★★★★	★★★	★★★★★	★★★★★	★★★★	★★★★	★	★★	★★	★★★	★★★	★★★★	★★★	
	Complaints re Plan's Drug Pricing & Out-of-pocket Costs	★★★★★	★★★	★	★★★	★★★	★★	★★	★★	★★	★★★	★★★	★★★	★★★	★★★	★★★★★	

\*Data downloaded October 15, 2007 from the CMS Plan Finder on [www.medicare.gov](http://www.medicare.gov). To compare other PDPs or MA-PD plans in a particular state use the Plan Finder tool on [www.medicare.gov](http://www.medicare.gov).

**Ratings for Plans: The number of stars shows how well the plans perform:**

**Excellent:** ★★★★★

**Very Good:** ★★★★

**Good:** ★★★

**Fair:** ★★

**Poor:** ★

**NARR:** No appeals required review