

Stanford Health Care Advantage – H2986 2016 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 2016, Stanford Health Care Advantage received the following Overall Star Rating from Medicare:

- **Plan too new to be measured**

We received the following Summary Star Rating for Stanford Health Care Advantage's health/drug plan services:

- **Health Plan Services: Plan too new to be measured**
- **Drug Plan Services: Plan too new to be measured**

The number of stars shows how well our plan performs.

- ★★★★★ 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. Pacific time at 1-844-205-8422 (toll-free) or 711 (TTY). Current members please call 1-855-996-8422 (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.*

Stanford Health Care Advantage is an HMO plan with a Medicare contract. Enrollment in Stanford Health Care Advantage depends on contract renewal.

This information is available for free in other languages. You may also contact Stanford Health Care Advantage Member Care Services at 1-855-996-8422, 8:00 a.m. to 8:00 p.m., Pacific Time, 7 days a week. TTY users call 711.

Esta información está disponible gratuitamente en otros idiomas. Llame a nuestro número de servicio al cliente 1-855-996-8422, 8:00 a.m. a 8:00 p.m., hora del pacífico, siete días a la semana. Los usuarios de TTY deben llamar al 711.

Thông tin này có sẵn miễn phí bằng các ngôn ngữ khác. Xin vui lòng gọi Dịch Vụ Hội Viên của chúng tôi tại số 1-855-996-8422, 8:00 sáng đến 8:00 chiều, giờ Chuẩn Thái Bình Dương, 7 ngày một tuần. Người dùng TTY gọi số 711.

此資訊的其他語言版本可免費獲取。請在週一至週日上午8點至晚上8點之間致電我們的會員服務號碼1-855-996-8422，時間為太平洋標準時間。TTY 使用者請撥打711。