

**Blue Cross and Blue Shield of North Carolina - H3404**

**Medicare Health Plan Ratings**

The Medicare Program rates how well Medicare Advantage performs in different categories (for example, detecting and preventing illness, rating from patients, patient safety and customer service). The information provided below is a summary rating of our plan's overall performance. This information is available to help you make the best choice. If you would like to get additional information on our plan's performance please contact us at 800-665-8037 (toll-free) or 800-922-3140 (TTY/TDD) for prospective members, 800-665-8037 (toll-free) or 800-922-3140 (TTY/TDD) for current members, or you may visit [www.medicare.gov](http://www.medicare.gov).

Below is a summary of how our plan rated in quality and performance.

The number of stars show how well our plans perform.

- ★★★★★ means excellent
- ★★★★ means very good
- ★★★ means good
- ★★ means fair
- ★ means poor

<b>Blue Cross and Blue Shield of North Carolina - H3404</b>	
<b>Summary Rating of Health Plan Quality</b>	★★★★ 4 stars
	This summary rating gives an <b>overall score</b> on the health plan's quality and performance on <b>33 different topics in 5 categories:</b> <ul style="list-style-type: none"><li>• <b>Staying healthy: screenings, tests, and vaccines.</b> Includes how often members got various screening tests, vaccines, and other check-ups that help them stay healthy.</li><li>• <b>Managing chronic (long-term) conditions.</b> Includes how often members with different conditions got certain tests and treatments that help them manage their condition.</li><li>• <b>Ratings of health plan responsiveness and care.</b> Includes ratings of member satisfactions with the plan.</li><li>• <b>Health Plan member complaints, appeals, and choosing to leave the health plan.</b> Includes how often members have made complaints against the plan and how often members choose to leave the plan.</li><li>• <b>Health plan telephone customer service.</b> Includes how well the plan handles member calls.</li></ul>

**Blue Cross and Blue Shield of North Carolina - H3449**

**Medicare Health Plan Ratings**

The Medicare Program rates how well Medicare Advantage performs in different categories (for example, detecting and preventing illness, rating from patients, patient safety and customer service). The information provided below is a summary rating of our plan's overall performance. This information is available to help you make the best choice. If you would like to get additional information on our plan's performance please contact us at 800-665-8037 (toll-free) or 800-922-3140 (TTY/TDD) for prospective members, 800-665-8037 (toll-free) or 800-922-3140 (TTY/TDD) for current members, or you may visit [www.medicare.gov](http://www.medicare.gov).

Below is a summary of how our plan rated in quality and performance.

The number of stars show how well our plans perform.

- ★★★★★ means excellent
- ★★★★ means very good
- ★★★ means good
- ★★ means fair
- ★ means poor

Blue Cross and Blue Shield of North Carolina - H3449	
<b>Summary Rating of Health Plan Quality</b>	★★★★★ 4 stars
	<p>This summary rating gives an <b>overall score</b> on the health plan's quality and performance on <b>33 different topics in 5 categories:</b></p> <ul style="list-style-type: none"> <li><b>Staying healthy: screenings, tests, and vaccines.</b> Includes how often members got various screening tests, vaccines, and other check-ups that help them stay healthy.</li> <li><b>Managing chronic (long-term) conditions.</b> Includes how often members with different conditions got certain tests and treatments that help them manage their condition.</li> <li><b>Ratings of health plan responsiveness and care.</b> Includes ratings of member satisfactions with the plan.</li> <li><b>Health Plan member complaints, appeals, and choosing to leave the health plan.</b> Includes how often members have made complaints against the plan and how often members choose to leave the plan.</li> <li><b>Health plan telephone customer service.</b> Includes how well the plan handles member calls.</li> </ul>

**Blue Cross and Blue Shield of North Carolina - H3404**


**Medicare Prescription Drug Plan Ratings**

The Medicare Program rates how well Medicare Prescription Drug Plans perform in different categories (for example, customer service, drug pricing, patient safety). The information provided below is a summary rating of our plan's overall performance. This information is available to help you make the best choice. If you would like to get additional information on our plan's performance please contact us at 800-665-8037 (toll-free) or 800-922-3140 (TTY/TDD) for prospective members, 877-494-7647 (toll-free) or 888-451-9957 (TTY/TDD) for current members, or you may visit [www.medicare.gov](http://www.medicare.gov).

Below is a summary of how our plan rated in quality and performance.

The number of stars shows how well our plan performs.

- ★★★★★ means excellent
- ★★★★ means very good
- ★★★ means good
- ★★ means fair
- ★ means poor

Blue Cross and Blue Shield of North Carolina - H3404	
<b>Summary Rating of Prescription Drug Plan Quality</b>	 3 stars
	<p>This summary rating gives an <b>overall score</b> on the drug plan's quality and performance on <b>19 different topics in 4 categories:</b></p> <ul style="list-style-type: none"> <li>Drug plan customer service: Includes how well the drug plan handles calls and makes decisions about member appeals.</li> <li>Drug plan member complaints, members who choose to leave, and Medicare audit findings: Includes how often members complain about the drug plan and how often members choose to leave the drug plan.</li> <li>Member experience with drug plan: Includes member satisfaction information.</li> <li>Drug pricing and patient safety: Includes how well the drug plan prices prescriptions and provides accurate pricing information on the Medicare website. Includes information on how often members with certain medical conditions get prescription drugs that are considered safer and clinically recommended for their condition.</li> </ul> <p>This information is gathered from several different sources, including results from Medicare's regular monitoring activities, reviews of billing and other information that plans submit to Medicare, and Medicare's member surveys.</p>

**Blue Cross and Blue Shield of North Carolina - H3449**


**Medicare Prescription Drug Plan Ratings**

The Medicare Program rates how well Medicare Prescription Drug Plans perform in different categories (for example, customer service, drug pricing, patient safety). The information provided below is a summary rating of our plan's overall performance. This information is available to help you make the best choice. If you would like to get additional information on our plan's performance please contact us at 800-665-8037 (toll-free) or 800-922-3140 (TTY/TDD) for prospective members, 888-310-4110 (toll-free) or 888-451-9957 (TTY/TDD) for current members, or you may visit [www.medicare.gov](http://www.medicare.gov).

Below is a summary of how our plan rated in quality and performance.

The number of stars shows how well our plan performs.

- ★★★★★ means excellent
- ★★★★ means very good
- ★★★ means good
- ★★ means fair
- ★ means poor

Blue Cross and Blue Shield of North Carolina - H3449	
<b>Summary Rating of Prescription Drug Plan Quality</b>	 3 stars
	<p>This summary rating gives an <b>overall score</b> on the drug plan's quality and performance on <b>19 different topics in 4 categories:</b></p> <ul style="list-style-type: none"> <li>Drug plan customer service: Includes how well the drug plan handles calls and makes decisions about member appeals.</li> <li>Drug plan member complaints, members who choose to leave, and Medicare audit findings: Includes how often members complain about the drug plan and how often members choose to leave the drug plan.</li> <li>Member experience with drug plan: Includes member satisfaction information.</li> <li>Drug pricing and patient safety: Includes how well the drug plan prices prescriptions and provides accurate pricing information on the Medicare website. Includes information on how often members with certain medical conditions get prescription drugs that are considered safer and clinically recommended for their condition.</li> </ul> <p>This information is gathered from several different sources, including results from Medicare's regular monitoring activities, reviews of billing and other information that plans submit to Medicare, and Medicare's member surveys.</p>

**Blue Cross and Blue Shield of North Carolina - S5540**


**Medicare Prescription Drug Plan Ratings**

The Medicare Program rates how well Medicare Prescription Drug Plans perform in different categories (for example, customer service, drug pricing, patient safety). The information provided below is a summary rating of our plan's overall performance. This information is available to help you make the best choice. If you would like to get additional information on our plan's performance please contact us at 800-478-0583 (toll-free) or 800-922-3140 (TTY/TDD) for prospective members, 888-247-4142 (toll-free) or 888-247-4145 (TTY/TDD) for current members, or you may visit [www.medicare.gov](http://www.medicare.gov).

Below is a summary of how our plan rated in quality and performance.

The number of stars shows how well our plan performs.

- ★★★★★ means excellent
- ★★★★ means very good
- ★★★ means good
- ★★ means fair
- ★ means poor

Blue Cross and Blue Shield of North Carolina - S5540	
<b>Summary Rating of Prescription Drug Plan Quality</b>	 3.5 stars
	<p>This summary rating gives an <b>overall score</b> on the drug plan's quality and performance on <b>19 different topics in 4 categories:</b></p> <ul style="list-style-type: none"> <li>Drug plan customer service: Includes how well the drug plan handles calls and makes decisions about member appeals.</li> <li>Drug plan member complaints, members who choose to leave, and Medicare audit findings: Includes how often members complain about the drug plan and how often members choose to leave the drug plan.</li> <li>Member experience with drug plan: Includes member satisfaction information.</li> <li>Drug pricing and patient safety: Includes how well the drug plan prices prescriptions and provides accurate pricing information on the Medicare website. Includes information on how often members with certain medical conditions get prescription drugs that are considered safer and clinically recommended for their condition.</li> </ul> <p>This information is gathered from several different sources, including results from Medicare's regular monitoring activities, reviews of billing and other information that plans submit to Medicare, and Medicare's member surveys.</p>