Challenges and opportunities towards Medicare Five Stars

June 16 – Medicare y Mucho Más (MMM) and PMC Medicare Choice (PMC) had a prominent performance at the recent convention of the Quality in Health Association of Puerto Rico. Nilda González, Assistant Vice President of Five Star Operations for MMM and PMC, addressed professionals of quality and risk management in health institutions with an overview of the Five Stars methodology, as stated by the Centers for Medicare and Medicaid Services (CMS) for Medicare Advantage (MA) plans. She also highlighted the implications of this assessment in the local market, and future changes. She explained that the Star ranking developed by CMS promotes quality improvement among MA plans. This methodology is based on a National Quality Strategy, in which Puerto Rico strives to elevate its current rating of three stars to a total of five.

Although Puerto Rico's performance has improved in 33% of the measures evaluated, the island faces challenges including: getting beneficiaries to be more adherent to their drug therapies, improving the maintenance of mental health, and diabetes management, among others.

MMM and PMC, in partnership with their providers, are currently focused on continuing to improve their levels of performance in order that most beneficiaries may continue to enjoy the health care they need, excellent health attention and better quality of life.

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MMM and PMC are pioneers and leaders in Medicare Advantage plans in Puerto Rico. They have been recognized by entities such as the National Committee for Quality Assurance (NCQA). MMM and PMC value the collaboration of health professionals who take care of their members, meeting the requirements of the Centers for Medicare and Medicaid, as it reflects their commitment to the results of this classification, which directly influence the global status of the healthcare industry in the Island.

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