

**Table 1: 2021 Star Ratings Improvement Measures**

Part C or D	Measure	Measure Type	Weight	Improvement Measure
C	1. Breast Cancer Screening	Process Measure	1	Yes
C	2. Colorectal Cancer Screening	Process Measure	1	Yes
C	3. Annual Flu Vaccine	Process Measure	1	Yes
C	4. Improving or Maintaining Physical Health	Outcome Measure	3	No
C	5. Improving or Maintaining Mental Health	Outcome Measure	3	No
C	6. Monitoring Physical Activity	Process Measure	1	Yes
C	7. Adult BMI Assessment	Process Measure	1	Yes
C	8. Special Needs Plan (SNP) Care Management	Process Measure	1	Yes
C	9. Care for Older Adults – Medication Review	Process Measure	1	Yes
C	10. Care for Older Adults – Functional Status	Process Measure	1	Yes
C	11. Care for Older Adults – Pain Assessment	Process Measure	1	Yes
C	12. Osteoporosis Management in Women who had a	Process Measure	1	Yes
C	13. Diabetes Care – Eye Exam	Process Measure	1	Yes
C	14. Diabetes Care – Kidney Disease Monitoring	Process Measure	1	Yes
C	15. Diabetes Care – Blood Sugar Controlled	Intermediate Outcome Measure	3	Yes
C	16. Rheumatoid Arthritis Management	Process Measure	1	Yes
C	17. Reducing the Risk of Falling	Process Measure	1	Yes
C	18. Improving Bladder Control	Process Measure	1	Yes
C	19. Medication Reconciliation Post-Discharge	Process Measure	1	Yes
C	20. Getting Needed Care	Patients' Experience and Complaints Measure	2	Yes
C	21. Getting Appointments and Care Quickly	Patients' Experience and Complaints Measure	2	Yes
C	22. Customer Service	Patients' Experience and Complaints Measure	2	Yes
C	23. Rating of Health Care Quality	Patients' Experience and Complaints Measure	2	Yes
C	24. Rating of Health Plan	Patients' Experience and Complaints Measure	2	Yes
C	25. Care Coordination	Patients' Experience and Complaints Measure	2	Yes
C	26. Complaints about the Health Plan	Patients' Experience and Complaints Measure	2	Yes
C	27. Members Choosing to Leave the Plan	Patients' Experience and Complaints Measure	2	Yes
C	28. Health Plan Quality Improvement	Improvement Measure	5	No
C	29. Plan Makes Timely Decisions about Appeals	Measures Capturing Access	2	Yes
C	30. Reviewing Appeals Decisions	Measures Capturing Access	2	Yes
C	31. Call Center – Foreign Language Interpreter and TTY Availability	Measures Capturing Access	2	Yes
C	32. Statin Therapy for Patients with Cardiovascular	Process Measure	1	Yes
D	1. Call Center – Foreign Language Interpreter and TTY Availability	Measures Capturing Access	2	Yes
D	2. Appeals Auto-Forward	Measures Capturing Access	2	Yes
D	3. Appeals Upheld	Measures Capturing Access	2	Yes

<b>Part C or D</b>	<b>Measure</b>	<b>Measure Type</b>	<b>Weight</b>	<b>Improvement Measure</b>
D	4. Complaints about the Drug Plan	Patients' Experience and Complaints Measure	2	Yes
D	5. Members Choosing to Leave the Plan	Patients' Experience and Complaints Measure	2	Yes
D	6. Drug Plan Quality Improvement	Improvement Measure	5	No
D	7. Rating of Drug Plan	Patients' Experience and Complaints Measure	2	Yes
D	8. Getting Needed Prescription Drugs	Patients' Experience and Complaints Measure	2	Yes
D	9. MPF Price Accuracy	Process Measure	1	No
D	10. Medication Adherence for Diabetes Medications	Intermediate Outcome Measure	3	Yes
D	11. Medication Adherence for Hypertension (RAS)	Intermediate Outcome Measure	3	Yes
D	12. Medication Adherence for Cholesterol (Statins)	Intermediate Outcome Measure	3	Yes
D	13. MTM Program Completion Rate for CMR	Process Measure	1	Yes
D	14. Statin Use in Persons with Diabetes	Intermediate Outcome Measure	3	Yes