

Medicare MCO Quality Tabulations: NCQA Rating Year 2019-2020

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Introduction

- Every fall, the National Committee for Quality Assurance (NCQA) publishes annual Managed Care Organizations (MCO) quality ratings.
- Health plans are rated on consumer satisfaction, prevention, and treatment in three industries:
 - Commercial
 - Medicaid
 - Medicare
- Plans are rated on a 0-5 scale, with each entity given a rating rounded to nearest half number (e.g. 3.0, 3.5, etc.).
- This edition of the 5 Slide Series presents some of our tabulations of the Medicare quality ratings for NCQA's 2019-2020 Rating Year.

Distribution of NCQA's Ratings Across the Medicare MCO Industry

- In the 2019-2020 Rating Year, 76.7% of health plans are rated between 3.0 and 4.0.
- The average rating across over 400 Medicare MCOs was approximately 3.4 in each of the two most recent Rating Years.
 - Ratings are based on health plans' scores across dozens of specific quality measures (most of which are HEDIS measures).

NCQA Rating	Number of Plans with Indicated Ratings		% of NCQA Rated Plans with Indicated Ratings	
	2018-2019 Rating Year	2019-2020 Rating Year	2018-2019 Rating Year	2019-2020 Rating Year
5.0	8	4	1.9%	1.0%
4.5	17	22	4.0%	5.3%
4.0	138	115	32.9%	27.9%
3.5	100	124	23.8%	30.1%
3.0	76	77	18.1%	18.7%
2.5	62	60	14.8%	14.6%
2.0	19	10	4.5%	2.4%
Total	420	412	100%	100%
Average Rating	3.43	3.43		

Average Quality Ratings of Large Multi-State Chain Medicare MCOs, Rating Year 2019-2020

- Seven large Medicare MCOs received an NCQA rating in five or more states for the 2019-2020 rating year. These organizations' average scores are shown on the right.
- Kaiser at a stellar 4.69 rating had a top 5.0 score in 3 of its 8 plans, with Aetna (3.77) and United (3.54) also earning quality ratings higher than the nationwide average of 3.43.

Average Quality Rating of Medicare MCOs Rated in at Least 5 States

Ranking Among National Medicaid MCOs Operating in at Least 5 States	National Managed Care Organization	Number of NCQA-Rated Medicare Plans 2019-2020 Rating Year	Average NCQA Rating
1st	Kaiser	8	4.69
2nd	Aetna	70	3.77
3rd	United	78	3.54
4th	Cigna	8	3.31
5th	Humana	36	3.21
6th	WellCare	12	2.79
7th	Molina	14	2.50
	USA Average*	412	3.43

*all Medicare MCOs with a rating were included in the average calculation

Medicare MCOs with a Rating of 4.5 or Above in Rating Year 2019-2020 (n=26)

Health Plan Name	State	NCQA Rating	Medicare Enrollment Sept 2018
Kaiser Foundation Health Plan - Southern California	CA	5.0	
Kaiser Foundation Health Plan of Colorado	CO	5.0	110,291
Kaiser Foundation Health Plan - Northern California	CA	5.0	
Medical Associates Health Plan	IL, IA	5.0	11,614
Aetna Health	CT	4.5	15,618
Aetna Health	ME	4.5	6,158
Capital District Physicians' Health Plan	NY	4.5	38,615
Capital Health Plan	FL	4.5	21,118
Dean Health Plan	WI	4.5	24,448
Excellus Health Plan dba Excellus BlueCross BlueShield	NY	4.5	
Excellus Health Plan dba Univera Healthcare	NY	4.5	
Geisinger Health Plan	PA	4.5	70,123
Group Health Plan	MN	4.5	58,099
HealthSun Health Plans	FL	4.5	43,151

Health Plan Name	State	NCQA Rating	Medicare Enrollment Sept 2018
Kaiser Foundation Health Plan of Georgia	GA	4.5	28,880
Kaiser Foundation Health Plan of the Mid-Atlantic States	DC, MD, VA	4.5	75,128
Kaiser Foundation Health Plan of the Northwest	OR, WA	4.5	91,430
Kaiser Foundation Health Plan of Washington	WA	4.5	92,707
Kaiser Foundation Health Plan - Hawaii	HI	4.5	31,757
Medical Associates Clinic Health Plan of Wisconsin dba Medical Associates Health Plans	WI	4.5	3,495
Network Health Insurance Corporation	WI	4.5	64,764
Priority Health	MI	4.5	142,078
Quartz Health Plan Corporation	IA, WI	4.5	
Quartz Health Plan MN Corporation	MN	4.5	
SummaCare	OH	4.5	23,554
Ucare Minnesota	MN	4.5	95,538

Kaiser CA Overall Medicare Enrollment: 1,159,168

Excellus NY Overall Medicare Enrollment: 147,299

Quartz IA/MN/WI: no data found

Highest Rated Medicare MCO in Each State/Territory, NCQA Rating Year 2019-2020

State	Health Plan Name (Parent Entity)	NCQA Rating	Total Number of Plans Reporting per State*
Alabama	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	11
Alaska	Sierra Health and Life Insurance Company, Inc.	4.0	1
Arizona	Four-way Tie: Aetna Life Insurance Company, Cigna HealthCare of Arizona, Inc., Sierra Health and Life Insurance Company, Inc., UnitedHealthcare of Wisconsin, Inc.	4.0	17
Arkansas	Sierra Health and Life Insurance Company, Inc.	4.0	9
California	Two-way Tie: Kaiser Foundation Health Plan, Inc. - Southern California, Kaiser Foundation Health Plan, Inc. - Northern California	5.0	20
Colorado	Kaiser Foundation Health Plan of Colorado	5.0	12
Connecticut	Aetna Health Inc.	4.5	8
District of Columbia	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.	4.5	7
Delaware	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	6
Florida	Two-way Tie: Capital Health Plan, Inc., HealthSun Health Plans, Inc.	4.5	30
Georgia	Kaiser Foundation Health Plan of Georgia, Inc.	4.5	19
Guam	Sierra Health and Life Insurance Company, Inc.	4.0	1
Hawaii	Kaiser Foundation Health Plan, Inc.	4.5	8

This and the ensuing slides convey the top performing Medicare health plan in each state, showing multiple plans where there was a tie.

NCQA published scores for MCOs in all 50 states as well as the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands.

*Including Partial Data



Highest Rated Medicare MCO in Each State/Territory, NCQA Rating Year 2019-2020 (continued)

State	Health Plan Name (Parent Entity)	NCQA Rating	Total Number of Plans Reporting per State*
Idaho	Two-way Tie: Sierra Health and Life Insurance Company, Inc., UnitedHealthcare of Utah, Inc.	4.0	10
Illinois	Medical Associates Health Plan, Inc.	5.0	27
Indiana	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	7
Iowa	Medical Associates Health Plan, Inc.	5.0	14
Kansas	Three-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc., Sierra Health and Life Insurance, Inc.	4.0	14
Kentucky	Three-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc., UnitedHealthcare of Wisconsin, Inc	4.0	10
Louisiana	Three-way Tie: Aetna Life Insurance Company, Peoples Health, Inc., Sierra Health and Life Insurance Company, Inc.	4.0	12
Maine	Aetna Health Inc.	4.5	8
Maryland	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.	4.5	11
Massachusetts	Five-way Tie: Aetna Life Insurance Company, Health New England, Sierra Health and Life Insurance Company, Sierra Health and Life Insurance Company, UnitedHealthcare of New England	4.0	13
Michigan	Priority Health	4.5	21
Minnesota	Three-way Tie: Group Health Plan, Inc., Quartz Health Plan MN Corporation, Ucare Minnesota	4.5	7
Mississippi	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	7

*Including Partial Data

Highest Rated Medicare MCO in Each State/Territory, NCQA Rating Year 2019-2020 (continued)

State	Health Plan Name (Parent Entity)	NCQA Rating	Total Number of Plans Reporting per State*
Missouri	Three-way Tie: Aetna Life Insurance Company, Essence Healthcare, Inc., Sierra Health and Life Insurance Company, Inc.	4.0	15
Montana	Sierra Health and Life Insurance Company, Inc.	4.0	3
Nebraska	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	8
Nevada	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	6
New Hampshire	Three-way Tie: Martin's Point Generations Advantage, Inc., Sierra Health and Life Insurance Company, Inc., UnitedHealthcare of New England, Inc.	4.0	6
New Jersey	Four-way Tie: Aetna Health Inc, Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc., Sierra Health and Life Insurance Company, Inc.	4.0	15
New Mexico	Three-way Tie: Aetna Life Insurance Company, Presbyterian Health Plan, Inc., Sierra Health and Life Insurance Company, Inc.	4.0	9
New York	Three-way Tie: Capital District Physicians' Health Plan, Inc, Excellus Health Plan, Inc. dba Excellus BlueCross BlueShield, Excellus Health Plan, Inc. dba Univera Healthcare	4.5	45
North Carolina	Three-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc., UnitedHealthcare of Wisconsin, Inc.	4.0	14
North Dakota	Sierra Health and Life Insurance Company, Inc.	4.0	1
Ohio	SummaCare, Inc.	4.5	25
Oklahoma	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	10
Oregon	Kaiser Foundation Health Plan of the Northwest, Inc.	4.5	19
Pennsylvania	Geisinger Health Plan	4.5	26

*Including Partial Data

Highest Rated Medicare MCO in Each State/Territory, NCQA Rating Year 2019-2020 (continued)

State	Health Plan Name (Parent Entity)	NCQA Rating	Total Number of Plans Reporting per State*
Puerto Rico	Sierra Health and Life Insurance Company, Inc.	4.0	10
Rhode Island	Two-way Tie: Sierra Health and Life Insurance Company, Inc., UnitedHealthcare of New England, Inc.	4.0	6
South Carolina	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	15
South Dakota	Sierra Health and Life Insurance Company, Inc.	4.0	3
Tennessee	Four-way Tie: Aetna Life Insurance Company, Cariten Health Plan, Inc., Sierra Health and Life Insurance Company, Inc., UnitedHealthcare of Wisconsin, Inc.	4.0	11
Texas	Five-way Tie: Aetna Life Insurance Company, KS Plan Administrators, LLC, Physicians Health Choice of Texas, LLC, Sierra Health and Life Insurance Company, Inc., Sierra Health and Life Insurance Company, Inc.	4.0	26
Utah	Four-way Tie: Aetna Life Insurance Company, Regence BlueCross BlueShield of Utah, Sierra Health and Life Insurance Company, Inc., UnitedHealthcare of Utah, Inc.	4.0	10
Vermont	Two-way Tie: Sierra Health and Life Insurance Company, Inc, UnitedHealthcare of New England, Inc.	4.0	5
Virginia	Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.	4.5	17
Virgin Islands	Sierra Health and Life Insurance Company, Inc.	4.0	1
Washington	Two-way Tie: Kaiser Foundation Health Plan of the Northwest, Inc., Kaiser Foundation Health Plan of Washington	4.5	18
West Virginia	Two-way Tie: Aetna Life Insurance Company, Sierra Health and Life Insurance Company, Inc.	4.0	12
Wisconsin	Four-way Tie: Dean Health Plan, Inc., Medical Associates Clinic Health Plan of Wisconsin dba Medical Associates Health Plans, Network Health Insurance Corporation (NHIC), Quartz Health Plan Corporation	4.5	16
Wyoming	Sierra Health and Life Insurance Company, Inc.	4.0	1

*Including Partial Data

5 Slide Series Overview

Our 5 Slide Series is a monthly publication whereby we briefly discuss/address a selected topic outside the confines of our client engagements.

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