

Medicaid MCO Quality Tabulations: NCQA Rating Year 2022-2023

5 Slide Series, Volume 123

May 2024

The Menges Group

Strategic Health Policy & Care Coordination Consulting

Introduction

- Every fall, the National Committee for Quality Assurance (NCQA) publishes annual Managed Care Organizations (MCO) quality ratings, based on their combined HEDIS® and CAHPS® scores and NCQA Accreditation status.
- Plans are rated on a 0-5 scale, with each entity given a rating rounded to the nearest half number (e.g., 3.0, 3.5, etc.).
- This edition of the 5 Slide Series presents some of our tabulations of the Medicaid quality ratings for NCQA's 2022-2023 Rating Year.
- Published overall ratings have strong visible importance in the eyes of consumers, regulators and health plans. However, it should be noted that the rounding of the ratings to the nearest half or full star can mask actual performance (e.g., 3.75 through 4.24 will round to 4.0).

Distribution of NCQA Ratings Across the Medicaid MCO Industry

- In the 2022-2023 Rating Year, most health plans (95%) were rated 3.0 stars and above, 28% were rated 4 stars and above, and 27.5% were rated 3 stars and below.
- The national average rating was 3.455, over the two most recent years.

NCQA Rating	Number of Medicaid Plans with Indicated Rating		% of NCQA Rated Plans with Indicated Ratings	
	2021-2022 Rating Year	2022-2023 Rating Year	2021-2022 Rating Year	2022-2023 Rating Year
5.0	1	0	0.5%	0.0%
4.5	13	13	7.0%	6.9%
4.0	29	40	15.7%	21.2%
3.5	81	84	43.8%	44.4%
3.0	49	44	26.5%	22.8%
2.5	7	5	3.8%	2.6%
2.0	5	2	2.7%	1.6%
1.5	0	1	0.0%	0.5%
Total	185	189	100.0%	100.0%

Average Quality Ratings of Large Multi-State Medicaid MCOs

Seven large Medicaid MCOs received an NCQA rating in five or more states for the 2022-2023 year. These organizations' average scores are shown on the right.

National Managed Care Organization—Parent Company	Number of NCQA-Rated Medicaid Plans 2022-2023	Average NCQA Rating	Ranking Among National Medicaid MCOs Operating in at Least 5 States
AmeriHealth Caritas/Independence Health Group	12	3.75	1
UnitedHealthcare	23	3.67	2
Anthem	14	3.53	3
Blue Cross Blue Shield	7	3.43	4
Centene	25	3.36	5
Aetna/CVS Health	13	3.31	6
Molina	16	3.19	7
USA Average (all Medicaid MCOs with a rating)	189	3.51	N/A

Highest-Rated Medicaid MCOs in Rating Year 2022-2023

Eight of these health plans were among the country's top 12 NCQA-rated Medicaid MCOs and achieved this on a large scale of more than 100,000 Medicaid enrollees. These three are shown in bold, led by UPMC For You in Pennsylvania with 731,997 Medicaid members.

Health Plan Name	State	NCQA Rating	Medicaid Enrollment (2023)
Vista Health Plan, Inc. aka AmeriHealth Caritas Health Plan (operating as AmeriHealth Caritas Pennsylvania Community HealthChoices)	PA	4.5	476,397
Capital District Physicians' Health Plan, Inc. (CDPHP)	NY	4.5	97,304
Excellus Health Plan (Univera Healthcare and Excellus BCBS)	NY	4.5	314,928
Fallon Community Health Plan	MA	4.5	120,496
Kaiser Foundation Health Plan of the Mid-Atlantic States	MD	4.5	134,885
Kaiser Foundation Health Plan, Inc. – Hawaii	HI	4.5	51,219*
Mass General Brigham Health Plan, Inc.	MA	4.5	142,897
Neighborhood Health Plan of Rhode Island	RI	4.5	239,139
Tufts Health Public Plans	MA	4.5	9,950
UnitedHealthcare Community Plan (NE)	NE	4.5	117,205
UnitedHealthcare Community Plan (RI)	RI	4.5	96,649
UPMC For You	PA	4.5	731,997

*2022 figures

NCQA Accredited Medicaid MCO Rating Year 2022-2023, by State

State	Average NCQA Rating	Total Number of Plans Reporting Per State
Arkansas	3.50	1
Arizona	2.25	2
California	3.53	18
Colorado	3.50	2
Connecticut	No Data Reported	
District of Columbia	3.25	3
Delaware	3.75	2
Florida	3.25	8
Georgia	3.00	3
Hawaii	3.60	5
Iowa	4.00	2
Illinois	3.40	5
Indiana	3.50	5
Kansas	3.50	3
Kentucky	3.42	6
Louisiana	3.40	5
Massachusetts	4.30	5
Maryland	3.56	9
Michigan	3.44	9
Minnesota	3.83	3
Missouri	3.00	3
Mississippi	2.83	3
North Carolina		

State	Average NCQA Rating	Total Number of Plans Reporting Per State
North Dakota	No Data Reported	
Nebraska	4.00	3
New Hampshire	3.75	2
New Jersey	3.50	5
New Mexico	3.00	3
Nevada	3.25	2
New York	4.00	6
Ohio	3.40	5
Oklahoma	No Data Reported	
Oregon	3.00	1
Pennsylvania	3.83	12
Puerto Rico		
Rhode Island	4.17	3
South Carolina	3.30	5
Tennessee	3.83	3
Texas	3.15	13
Utah	3.50	2
Virginia	3.42	6
Washington	3.50	5
Wisconsin	3.56	9
West Virginia	3.67	3

Medicaid MCOs reported scores to NCQA across 39 states during the 2022-2023 rating year. These tables indicate the unweighted average NCQA rating achieved by Medicaid MCO(s) in each state.

The five MCOs in Massachusetts achieved the highest average rating of 4.30 stars, whereas Arizona's two MCOs received the lowest average rating of 2.25 stars.

5 Slide Series Overview

Our 5 Slide Series is typically a monthly publication whereby we briefly discuss a selected topic outside the confines of our client engagements. The Menges Group has developed a variety of datasets that we use to support our 5 Slide Series and client projects.

To be added to our list to receive these as they are published, please subscribe through our [website](#).

To remove yourself from our 5 Slide Series publications, please contact pcall@themengesgroup.com.