

Arkansas Blue Cross - Medi-Pak Advantage - H4213

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 888-242-5017 (toll-free) or 800-370-5869 (TTY/TDD) for prospective members, 866-390-3369 (toll-free) or 888-844-5530 (TTY/TDD) for current members, or you may visit 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

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Summary Rating of Prescription Drug Plan Quality

Plan too new to be measured

This summary rating gives an **overall score** on the drug plan's quality and performance on **19 different topics in 4 categories**:

- Drug plan customer service: Includes how well the drug plan handles calls and makes decisions about member appeals.
- 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.
- Member experience with drug plan: Includes member satisfaction information.
- 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.

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.