



**2020 Medicare Star Ratings\***

The Medicare Program rates all health and prescription drug plans each year, based on a plan's quality and performance. Medicare Star Ratings help you know how good a job our plan is doing. You can use these Star Ratings to compare our plan's performance to other plans. The two main types of Star Ratings are:

1. An Overall Star Rating that combines all of our plan's scores.
2. Summary Star Rating that focuses on our medical or our prescription drug services.

Some of the areas Medicare reviews for these ratings include:

- How our members rate our plan's services and care;
- How well our doctors detect illnesses and keep members healthy;
- How well our plan helps our members use recommended and safe prescription medications.

For 2020, ARKANSAS BLUE CROSS AND BLUE SHIELD received the following Overall Star Rating from Medicare.

★★★  
3 Stars

We received the following Summary Star Rating for ARKANSAS BLUE CROSS AND BLUE SHIELD's health/drug plan services:

Health Plan Services: ★★★★★  
3 Stars

Drug Plan Services: ★★★★★  
3 Stars

The number of stars shows how well our plan performs.

- ★★★★★ 5 stars - excellent
- ★★★★ 4 stars - above average
- ★★★ 3 stars - average
- ★★ 2 stars - below average
- ★ 1 star - poor

Learn more about our plan and how we are different from other plans at [www.medicare.gov](http://www.medicare.gov).

You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. Central time at 844-298-2444 (toll-free) or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time.

Current members please call 877-233-7022 (toll-free) or 711 (TTY).

\*Star Ratings are based on 5 Stars. Star Ratings are reassessed each year and may change from one year to the next.

This information is available for free in other languages. You may contact us 7 days a week from 8:00 a.m. to 8:00 p.m. at 844-298-2444 (toll-free) or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time.

Ta información está disponible gratis en otros idiomas. Por favor llame al departamento de atención al cliente 1-844-298-2444, 8 a.m. a 8 p.m., Tiempo central, siete días a la semana desde Octubre 1 a Marzo 31; 8 a.m. a 8 p.m., Tiempo central, Lunes a Viernes desde Abril 1 a Septiembre 30. Usadores de TTY llamen 711.

Our Company complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-662-2276. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-662-2276.

Arkansas Blue Cross and Blue Shield is a PFFS plan with a Medicare contract and enrollment depends on contract renewal.