

PHYSICIANS HEALTH CHOICE - H4527

Medicare Health Plan Ratings

The Medicare Program rates how well Medicare Advantage performs in different categories (for example, detecting and preventing illness, rating from patients, patient safety and customer service). 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 866-550-4736 (toll-free) or 866-858-0659 (TTY/TDD) for prospective members, 866-550-4736 (toll-free) or 866-858-0659 (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 show how well our plans perform.

- ★★★★★ means excellent
- ★★★★ means very good
- ★★★ means good
- ★★ means fair
- ★ means poor

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| Summary Rating of Health Plan Quality | ★★★ 3 stars |
| | This summary rating gives an overall score on the health plan's quality and performance on 33 different topics in 5 categories: <ul style="list-style-type: none">• Staying healthy: screenings, tests, and vaccines. Includes how often members got various screening tests, vaccines, and other check-ups that help them stay healthy.• Managing chronic (long-term) conditions. Includes how often members with different conditions got certain tests and treatments that help them manage their condition.• Ratings of health plan responsiveness and care. Includes ratings of member satisfactions with the plan.• Health Plan member complaints, appeals, and choosing to leave the health plan. Includes how often members have made complaints against the plan and how often members choose to leave the plan.• Health plan telephone customer service. Includes how well the plan handles member calls. |