2023 Star Rating Averages

National averages and average Star Ratings as defined by CMS for specific measures.

Measure	2023 National Average	2022 National Average	2023 Average Star Rating	2022 Average Star Rating
C01: Breast Cancer Screening	70%	71%	3.7	3.9
C02: Colorectal Cancer Screening	72%	74%	3.8	3.9
C03: Annual Flue Vaccine	73%	74%	3.2	3.4
C04: Monitoring Physical Activity	51%	50%	3.2	3.1
C05: Special Needs Plan (SNP) Care Management	73%	74%	3.3	3.6
C06: Care of Older Adults – Medication Review	91%	92%	4.4	4.4
C07: Care of Older Adults – Pain Assessment	90%	92%	4.3	4.4
C08: Osteoporosis Management in Women who had a Fracture	45%	47%	2.6	3.1
C09: Diabetes Care – Eye Care	72%	73%	3.7	3.8
C10: Diabetes Care – Kidney Disease Monitoring	95%	95%	3.9	4.2
C11: Diabetes Care – Blood Sugar Controlled	78%	78%	4.1	4.3
C12: Controlling Blood Pressure	71%	–	3.5	–
C13: Reducing the Risk of Falling	56%	55%	2.9	2.5
C14: Improving Bladder Control	46%	46%	3.3	2.7
C15: Medication Reconciliation Post-Discharge	67%	68%	3.4	3.5
C16: Statin Therapy for Patients with Cardiovascular Disease	84%	84%	3.5	3.5
C17: Getting Needed Care	81%	83%	3.4	3.6
C18: Getting Appointments and Care Quickly	77%	79%	3.5	3.6
C19: Customer Service	90%	91%	3.4	3.8
C20: Rating of Health Care Quality	86%	87%	3.4	3.6
C21: Rating of Health Plan	87%	88%	3.2	3.5
C22: Care Coordination	86%	87%	3.5	3.7
C23: Complaints about the Health Plan	31%	0.21	4.3	4.7
C24: Members Choosing to Leave the Plan	17%	13%	3.5	4.1
C25: Health Plan Quality Improvement	–	–	2.6	3.7
C26: Plan Makes Timely Decisions about Appeals	95%	96%	4.5	4.6
C27: Reviewing Appeals Decisions	95%	95%	4.4	4.6
C28: Call Center – Foreign Language Interpreter and TTY Available	90%	92%	4.3	4.6
D01: Call Center – Foreign Language Interpreter and TTY Available	90%	91%	4.4	4.5
D02: Complaints about the Drug Plan	0.31	0.21	4.3	4.7
D03: Members Choosing to Leave Plan	17%	14%	3.5	4.1
D04: Drug Plan Quality Improvement	–	–	2.7	4.2
D05: Rating of Drug Plan	86%	87%	3.2	3.4
D06: Getting Needed Prescription Drugs	90%	91%	3.4	3.8
D07: MPF Price Accuracy	95%	92%	4.2	4.0
D08: Medication Adherence for Diabetes Medications	86%	86%	3	3.7
D09: Medication Adherence for Hypertension (RAS antagonists)	87%	87%	3.4	3.9
D10: Medication Adherence for Cholesterol (Statins)	86%	86%	3.1	3.6
D11: MTM Program Completion Rate for CMR	83%	84%	3.9	4.0
D12: Statin Use in Persons with Diabetes (SUPD)	85%	83%	3.1	3.4

Averages identified from the Centers for Medicare & Medicaid Medicare 2023 Part C & D Star Ratings Technical Notes.