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Humana Kentucky Medicare Advantage HMO Plan Scores Top 5-Star Rating Third Year in a Row

In latest CMS ratings, Humana has two 5-star contracts that cover portions of Kentucky

LOUISVILLE, Ky. — Oct. 13, 2023 — For the third consecutive year, the Centers for Medicare and Medicaid Services (CMS) has awarded the highest possible quality rating to leading health and well-being company [Humana Inc.](#) (NYSE: HUM) for its northern Kentucky HMO plan offered in Boone, Campbell, Grant, Kenton and Pendleton counties. The Humana Health Plan of Ohio, Inc. HMO plan is one of four Humana contracts that received a 5-star rating for 2024 on CMS’s 5-star rating system.

Another one of Humana’s four top-rated contracts received the 5-star rating for the first time, adding a new Kentucky county to the list; the Humana Medical Plan Inc. HMO plan is offered in Jefferson County. Combined, the four 5-star contracts cover approximately 790,000 Humana members nationwide, more than double the number of members in 5-star plans in 2023.

“We are thrilled to report this repeat achievement and so proud of the Kentucky team that works so hard to deliver the highest-rated member experience,” said Humana’s Medicare President for Kentucky Eric Bohannon. “This top rating reflects our close clinical collaboration with our value-based providers and the quality health care they bring to our Kentucky members.”

Vice President of Managed Care for St. Elizabeth Healthcare in northern Kentucky Bill Banks said, “We’re proud to partner with Humana to deliver high quality care to its members. The Humana team shares our mission of focusing on value-based care that delivers the best results for our patients.”

Kentucky Medicare Advantage member Nancy R. says she values Humana’s whole-person approach to caring for its members.

“I appreciate how Humana really wants us to be the healthiest version of ourselves and provides us with resources to accomplish that,” Nancy said.

About Medicare Advantage Enrollment

The Medicare Advantage and Prescription Drug Plan Annual Election Period (AEP) begins Oct. 15 and continues through Dec. 7. During this enrollment period, people eligible for Medicare can choose

Medicare Advantage and Prescription Drug Plans for the upcoming year – with coverage that takes effect Jan. 1.

People eligible for Medicare may make a one-time election to enroll in a plan offered by an MA organization with a Star Rating of 5 stars during the year in which that plan has the 5-star overall performance rating, provided the enrollee meets the other requirements to enroll in that plan. This 5-star special election is available Dec. 8 through Nov. 30 of the following year.

For more information about Humana’s 2024 Medicare offerings, visit [Humana.com/Medicare](https://www.humana.com/Medicare) or call toll-free 1-800-706-1368 (TTY: 711). Licensed sales agents are available 8 a.m. to 8 p.m. local time, seven days a week.

About CMS Star Ratings

The CMS rating system measures the excellence of Medicare plans nationally each year. A plan may receive a rating between one and five stars, with five stars representing the highest rating. CMS uses information from member-satisfaction surveys, health plans, and health care providers to assign overall Star Ratings to plans. The rating system uses more than 40 different quality measures across nine categories, including:

- Staying Healthy: Screenings, Tests and Vaccines
- Managing Chronic (Long Term) Conditions
- Member Experience with Health Plan
- Member Complaints and Changes in the Health Plan’s Performance
- Health Plan Customer Service
- Drug Plan Customer Service
- Member Complaints and Changes in the Drug Plan’s Performance
- Member Experience with Drug Plan
- Drug Safety and Accuracy of Drug Pricing

Additional information about the CMS Star Ratings can be found at: www.medicare.gov.

About Humana

*Humana Inc. is committed to putting health first – for our teammates, our customers, and our company. Through our **Humana** insurance services, and our **CenterWell** health care services, we make it easier for the millions of people we serve to achieve their best health – delivering the care and service they need, when they need it. These efforts are leading to a better quality of life for people with Medicare, Medicaid, families, individuals, military service personnel, and communities at large. Learn more about what we offer at [Humana.com](https://www.humana.com) and at [CenterWell.com](https://www.centerwell.com).*

Additional Information

Humana is a Medicare Advantage HMO organization with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. Every year, Medicare evaluates plans based on a 5-star rating system. Other providers are available in the Humana network.