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For Fourth Consecutive Year, CarePlus Health Plans Attains Medicare’s Highest 5 out of 5-Star Rating for 2022

It’s the fifth time the company’s Medicare Advantage HMO plan in Florida earns the highest possible rating, recognizing its quality healthcare and customer service experience for members

MIAMI — Oct. 8, 2021— It’s the fifth time and fourth consecutive year that [CarePlus Health Plans, Inc.’s](#) Medicare Advantage HMO plan in Florida has achieved the highest possible quality rating, 5 out of 5 stars, from the Centers for Medicare & Medicaid Services (CMS). CarePlus is a subsidiary of Humana Inc. (NYSE: HUM).

The 5-star rating recognizes the continued emphasis the company has placed on creating the highest possible quality healthcare and customer service experience for its members. Based on her positive experience, CarePlus member Maria Sanchez would rate CarePlus even higher than 5 stars.

“Why I like CarePlus in the first place - the medical services are great,” said Sanchez. “And I really like the way they treat you when you call customer service. CarePlus is unique with customer service. And I love it. My plan is not five stars; it is ten or fifteen stars.”

This focus on quality has also led to CarePlus doubling the number of members it serves across Florida over the last six years. Today, the company serves approximately 200,000 members throughout Florida.

“We’re incredibly proud of our employees and grateful to the Medicare beneficiaries we are privileged to serve,” said Bruno Piquin, CarePlus President. “Achieving the highest quality rating four years in a row, and five times overall, is a true testament to our company’s consistent focus on our members, which has remained steadfast during the pandemic. This accomplishment also would not have been possible without the quality team of value-based physicians, pharmacists and clinical staff who are dedicated to achieving the best possible health outcomes for our members.”

In a continuous effort to improve overall member experience, CarePlus collaborates with its value-based partners on member presentations designed to encourage proactive communications about health care. The goal of these “Patient Experience Circle” presentations is to close the circle between health plan, patient and physician to achieve measurable results for CarePlus members.

In addition to working closely with physicians to ensure members completed important preventive screenings and received routine care, either virtually or in person, throughout the pandemic, Piquin said

the company issued at-home tests for CarePlus members in need of colorectal cancer screening and diabetic condition management.

About Medicare Advantage

Medicare Advantage's unique public-private structure creates an atmosphere of competition that spurs innovation that can help drive down costs and focus care on a person's whole health.

Medicare Advantage plans are focused on coordinating care for those with multiple chronic conditions, helping lead to cost-effective interventions to address the unique health needs of aging or disabled Americans. These are a few reasons why more than [40 percent](#) of all Medicare beneficiaries choose to be covered by Medicare Advantage plans.

About Medicare Advantage Enrollment

The Medicare Advantage and Prescription Drug Plan Annual Election Period (AEP) begins Oct. 15 and continues through Dec. 7, 2021. 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 on Jan. 1, 2022.

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 December 8 through November 30 of the following year.

For more information about enrolling in CarePlus health plans, Florida residents can visit [CarePlusHealthPlans.com](https://www.careplushealthplans.com) or speak with a licensed sales agent by calling 1-855-450-1352 (TTY: 711).

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 CarePlus Health Plans

CarePlus Health Plans, Inc. is dedicated to improving the lives of Medicare beneficiaries in Florida. We provide affordable, reliable healthcare and prescription drug coverage that helps our members maintain and improve their health so they can enjoy happy, active, and independent lives.

CarePlus offers Medicare Advantage plans with comprehensive benefits designed to meet a variety of needs. We partner with and support our physicians, pharmacists, dentists, and other healthcare providers who we trust to take good care of our community. Through our partnership with the ACCESS Florida Department of Children and Families, CarePlus Health Plans, Inc.'s Social Services department assists members to apply for public assistance through a variety of state and federal programs. This assistance and guidance is completely voluntary and offered at no additional cost.

CarePlus has supported Florida residents with their Medicare options for over 20 years. Based in Florida, with corporate offices in Miami and Tampa, we serve approximately 200,000* members across South Florida, West Florida, Central Florida and the Atlantic Coast.

For more information, visit [CarePlusHealthPlans.com](https://www.CarePlusHealthPlans.com).

Every year, Medicare evaluates plans based on a 5-star rating system.

*According to the Centers for Medicare & Medicaid Services (CMS) Medicare Advantage (MA) Membership Reports, September 2021.

CarePlus is an HMO plan with a Medicare contract. Enrollment in CarePlus depends on contract renewal.

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