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Humana Tennessee Medicare Advantage HMO Plan Achieves Highest Quality Rating for 2024

The statewide plan has been rated 5 out of 5 stars three consecutive years

NASHVILLE, Tenn. — Oct. 13, 2023 – Leading health and well-being company [Humana Inc.](#) (NYSE: HUM) today announced that, for the third consecutive year and the fourth time overall, its statewide Humana HMO Medicare Advantage plan in Tennessee has achieved the highest possible 5-star rating from the Centers for Medicare & Medicaid Services (CMS). The 5-star Cariten Health Plan Inc. HMO plan is offered in all of Tennessee’s 95 counties.

The Tennessee HMO plan is one of four Humana contracts that received a 5-star rating for 2024 on CMS’s 5-star rating system. The four plans combined cover approximately 790,000 members across the country, more than doubling the number of Humana members in 5-star plans in 2023.

“This top rating is a testament to the work our Tennessee team puts in every day to deliver the best member experience,” said Matt Berger, Humana’s Medicare President for Tennessee. “We’re grateful, too, to the top-tier value-based providers and the excellent brokers we partner with to look out for the best interests of the 166,500 members enrolled in this plan.”

Barry W., a Humana Medicare Advantage member in Knoxville, has found the pharmacy benefits included in his plan especially helpful.

“Humana has helped me streamline my medications through the pharmacy and this has made the recording and delivery process easier,” said Barry. “They have also introduced me to ways I can better afford my medicines—some even being free, if I qualify.”

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.

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