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Popular Humana HMO Plan, Offered in Multiple States, Attains Highest Quality Rating

The Medicare Advantage HMO plan, offered in Florida, Kentucky, Mississippi, North Carolina and Oregon, is rated 5 out of 5 stars for 2024

LOUISVILLE, Ky. — Oct. 13, 2023 – Leading health and well-being company [Humana Inc.](#) (NYSE: HUM) today announced that, for the first time, its Humana Medical Plan, Inc., offered in five states and covering more than 600,000 members, achieved the highest possible 5-star rating from the Centers for Medicare & Medicaid Services (CMS). The 5-star Humana HMO plan is offered in counties in Florida, Kentucky, Mississippi, North Carolina and Oregon.

Humana Medical Plan, Inc. is one of four of Humana’s 2024 contracts that received a 5-star rating on CMS’s 5-star rating system. Combined, the four 5-star contracts cover approximately 790,000 members nationwide, more than doubling the number of members in 5-star plans in 2023.

“This is an incredible achievement, particularly given the changes to the rating methodology, and I am proud of the work our Humana team has done, not just in the last year, but over time, to put our members first in everything we do,” said Alan Stewart, Senior Vice President of Humana East Division, which includes Florida, Kentucky, Mississippi and North Carolina. “It’s also the result of the strong partnership we have with our value-based primary care physicians and clinicians to improve health outcomes for our members.”

Humana Medical Plan, Inc., which includes members on both the East and West Coasts of the nation, is the largest Humana plan by membership to receive a 5-star rating for 2024.

“It is a great honor to be recognized for our strong and longtime commitment to the health of our Oregon members and the communities we serve,” said Catherine Field, Senior Vice President of Humana West Division, which includes Oregon. “I am most proud of how we have worked together with local health care providers to implement a value-based care strategy that focuses on improving the quality of healthcare for our members while considering their unique and changing needs.”

Maria N., a Humana Medicare Advantage member in Pembroke Pines, Florida, says she appreciates Humana’s holistic approach to health.

“I have stayed with Humana for 10 years because of the beautiful benefits, not only physical benefits, but also spiritual benefits,” Maria said. “My doctor and nurses at CenterWell Senior Primary Care meet me halfway and help to keep me healthy. They accommodate my needs and I love it. I particularly enjoy

SilverSneakers classes, which are a wonderful addition to programs at the [Humana Neighborhood Center](#) where I've developed close friendships.”

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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