

**American Health Advantage of Missouri – H4490**

**2020 Medicare Star Ratings\***

The Medicare Program rates all health and prescription drug plans each year, based on a plan's quality and performance. Medicare Star Ratings help you know how good a job our plan is doing. You can use these Star Ratings to compare our plan's performance to other plans. The two main types of Star Ratings are:

1. An Overall Star Rating that combines all of our plan's scores.
2. Summary Star Rating that focuses on our medical or our prescription drug services.

Some of the areas Medicare reviews for these ratings include:

- How our members rate our plan's services and care;
- How well our doctors detect illnesses and keep members healthy;
- How well our plan helps our members use recommended and safe prescription medications.

For 2020, American Health Advantage of Missouri received the following Overall Star Rating from Medicare.

Not enough data available\*

We received the following Summary Star Rating for American Health Advantage of Missouri's health/drug plan services:

Health Plan Services: Not enough data available  
Drug Plan Services: Not enough data available

The number of stars shows how well our plan performs.

- ★★★★★ 5 stars - excellent
- ★★★★☆ 4 stars - above average
- ★★★☆☆ 3 stars - average
- ★★☆☆☆ 2 stars - below average
- ★☆☆☆☆ 1 star - poor

\*Some contracts do not have enough data to rate performance.

Learn more about our plan and how we are different from other plans at [www.medicare.gov](http://www.medicare.gov). You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. Central time at 1-844-228-7934 (toll-free) or 711 (TTY/TDD), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time.

Current members please call 1-844-228-7934 (toll-free) or 711 (TTY/TDD).

\*Star Ratings are based on 5 Stars. Star Ratings are assessed each year and may change from one year to the next.



### **Disclaimers**

American Health Advantage of Missouri (HMO I-SNP), offered by Missouri Medicare Select, LLC, is a Health Maintenance Organization (HMO) with a Medicare contract. Enrollment in American Health Advantage of Missouri depends on contract renewal.

Out-of-network/non-contracted providers are under no obligation to treat American Health Advantage of Missouri members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

#### **English**

American Health Advantage of Missouri complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATTENTION:** If you speak limited English, language assistance services, free of charge, are available to you. Call 1-844-228-7934 (TTY/TDD: 711).

#### **Español (Spanish)**

American Health Advantage of Missouri cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-228-7934 (TTY/TDD: 711).

#### **繁體中文 (Chinese)**

American Health Advantage of Missouri 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

**注意：**如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-228-7934 (TTY/TDD : 711)

