

IMPORTANT INFORMATION:

2024 Medicare Star Ratings

MercyOne Health Plan - H1846

Official U.S.
Government
Medicare
Information



For 2024, MercyOne Health Plan - H1846 received the following Star Ratings from Medicare:

Overall Star Rating: ★★★★★☆

Health Services Rating: ★★★★★☆

Drug Services Rating: ★★★★★☆

MERCYONESM

Health Plan

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

Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars means a better plan — for example, members may get better care and better, faster customer service.

The number of stars show how well a plan performs.

- ★★★★★ EXCELLENT
- ★★★★☆ ABOVE AVERAGE
- ★★★☆☆ AVERAGE
- ★★☆☆☆ BELOW AVERAGE
- ★☆☆☆☆ POOR

Get More Information on Star Ratings Online

Compare Star Ratings for this and other plans online at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

Questions About This Plan?

Prospective Members:

Please contact MercyOne Health Plan at 1-800-964-4525 (TTY 711). Speak with a licensed sales agent during call center hours: September 6 to March 31, 8 a.m. to 8 p.m., seven days a week; April 1 to September 5, 8 a.m. to 8 p.m., Monday through Friday. On certain holidays and weekends, your call will be handled by our automated phone system.

Current Members:

Please contact Member Services at 1-800-240-3851 (TTY 711), 8 a.m. to 8 p.m., seven days per week. On certain holidays, your call will be handled by our automated phone system.

MercyOne Health Plan (HMO/PPO) is a Medicare Advantage organization with a Medicare contract. Enrollment in MercyOne Health Plan depends on contract renewal. Benefits vary by county. To file a grievance, call 1-800-MEDICARE to file a complaint with Medicare. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-546-2834 (TTY: 711). 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 888-546-2834 (TTY:711).