



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) A 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, VNSNY CHOICE Total received the following Overall Star Rating from Medicare.

★★★★  
3.5 Stars

We received the following Summary Star Rating for VNSNY CHOICE Total’s health/drug plan services:

Health Plan Services:                     ★★★★  
3.5 Stars

Drug Plan Services:                       ★★★★  
3.5 Stars

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

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 am to 8 pm at 1-866-783-1444 (toll-free) or 711 (TTY).

Current members please call 1-866-783-1444 (toll-free) or 711 (TTY).

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

VNSNY CHOICE Total is an HMO D-SNP plan with a Medicare contract. This plan is also a Medicaid Advantage Plus plan, with a contract with the New York State Department of Health. Enrollment in VNSNY CHOICE Total depends on contract renewal. VNSNY CHOICE Health Plans complies with Federal civil rights laws.