

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 2018, CareOregon Advantage received the following Overall Star Rating from Medicare.

★★★★½  
3.5 Stars

We received the following Summary Star Rating for CareOregon Advantage's health/drug plan services:

Health Plan Services: ★★★★★½  
3.5 Stars

Drug Plan Services: ★★★★★  
4 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 a.m. - 8 p.m., Pacific time at 888-712-3258 (toll-free) or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8 a.m. to 8 p.m., Pacific time.

Current members please call 888-712-3258 (toll-free) or 711 (TTY).

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

*CareOregon Advantage Plus is an HMO-POS SNP plan with a Medicare/Medicaid contract.*

*Enrollment in CareOregon Advantage Plus depends on contract renewal.*