

New Plan Performance Information Now Available on the Personal Plan Finder

The Centers for Medicare and Medicaid Services have been developing standardized performance metrics for the Medicare Part D prescription drug plans. These metrics will provide you with information to make informed choices about your health care by allowing you to compare the performance of these plans. To access the performance information:

1. Go to www.medicare.gov
2. Click on “Compare Medicare Prescription Drug Plans”
3. Click on “Find and Compare Plans”
4. Click on “Begin General Search”
5. Enter the requested information and click “Continue”
6. Review Current Coverage and Consider Options and click “Continue”
7. Decide if you want to get drug costs for your plans and either enter your drugs or click “Continue.” If you enter your drugs, you will be prompted to go through several additional steps to enter drugs, save your drug selection, and choose a pharmacy.
8. Once you reach your personalized plan list, you will see a button on the right side of the page that says “Get Plan Performance Information.” Click on this button.
9. When you click on “Get Plan Performance Information” a new window will pop up. This page provides an overview of the type of information available, which includes ratings concerning
 - a. Telephone Customer Service
 - b. Complaints
 - c. Appeals
 - d. Sharing Information with Pharmacists
 - e. Drug Pricing
10. In order to access the ratings, click on the hyperlink of interest at the top of the screen as shown below

The screenshot shows a web browser window titled "Find and Compare Plans" with the URL "http://www.medicare.gov". The page content includes a "Compare Plan Performance" section with a "Print the Page" button and a "Close This Window" button. Below this is a navigation bar with links: "Overview", "Telephone Customer Service", "Complaints", "Appeals", "Information Sharing with Pharmacists", and "Drug Pricing". A yellow oval highlights this navigation bar. Below the navigation bar is an "Overview" section with a "Star Rating Legend" on the right. The "Star Rating Legend" shows three stars for "Very Good", two stars for "Acceptable", and one star for "Poor". The "Telephone Customer Service" section is expanded, showing a description of the metric and a "Why is this information important?" section. The "Complaints" section is also visible below it.