CUT TO THE POINT: A SUMMARY OF 2024 STAR RATING CUT POINT CHANGES

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CMS publicly released the 2024 Medicare Star Rating data, including the Star Rating Technical Notes, on Friday, October 13th. This data summarizes how Medicare Advantage Organizations (MAOs) performed on various quality measures during the 2022 measurement year and serves as an indication of changing Medicare Advantage spending in 2025 due to changes in Medicare Advantage Prescription Drug (MA-PD) Overall Star Ratings. The publication of the 2024 Star Rating Technical Notes allows for analysis of the measure-level cut points changes. This paper analyzes the latest cut point changes to understand how the Tukey Outlier Deletion methodology and changes in the overall quality performance have impacted Star Rating cut points.

Summary of Cut Point Changes

For each quality measure within the Medicare Star Rating program, CMS establishes a set of "cut points" or thresholds that Medicare Advantage contracts need to meet in order to receive a 2, 3, 4, or 5 star rating for that individual measure. Contracts with measure scores CMS identifies to be based on inaccurate or biased data receive 1 star. These cut points are determined based on a clustering algorithm that groups contracts with similar measure-level performance. For this reason, if all contracts were to decline in quality performance, cut points would likely decline as well.

For the first time, the Tukey Outer Fence Outlier removal logic ("Tukey") was also applied within the 2024 Star Ratings. As the final planned step in improving cut point stability, Tukey removes contracts' data points that are deemed as "outlier performers" before applying the clustering logic to the measure-level cut points. Because there are often more low-performing outliers than high-performing outliers—demonstrated by the historically more volatile 2 and 3 star cut points—this change increased many cut points for 2024 Star Ratings and made it harder for contracts to improve or maintain their Star Rating overall. The following summarizes our key insights from the 2024 Star Rating cut points:

Far more cut points have increased than decreased, likely indicating the removal of more low Tukey outliers than high Tukey outliers for the majority of Stars measures. Figures 1 through 4 below show the number of Part C and MA Part D measure-level cut points that have increased and decreased and the magnitude of their change. Appendix A of this report also lists all measures and shows which cut points have increased and decreased. Overall, more measure-level cut points have seen increases than decreases between the 2023 and 2024 Star Ratings. The biggest driver of these changes is the implementation of the Tukey Outer Fence Outlier removal logic.

Figure 1

2 Star Cutpoint Changes
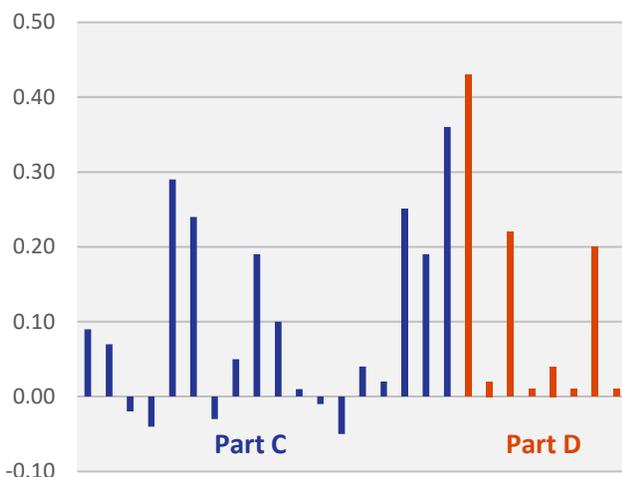
Figure 2

3 Star Cutpoint Changes
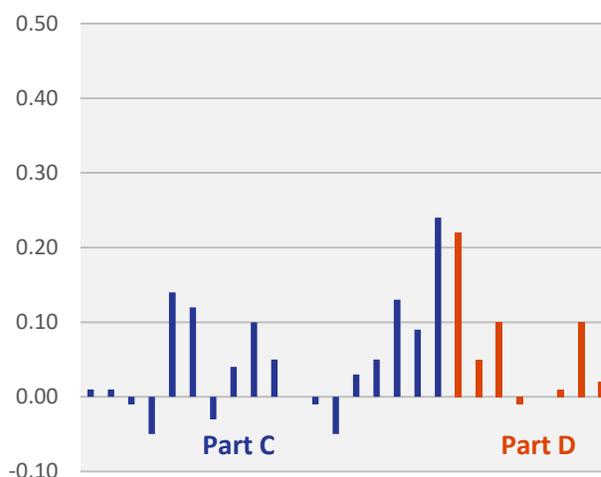
Figure 3

4 Star Cutpoint Changes
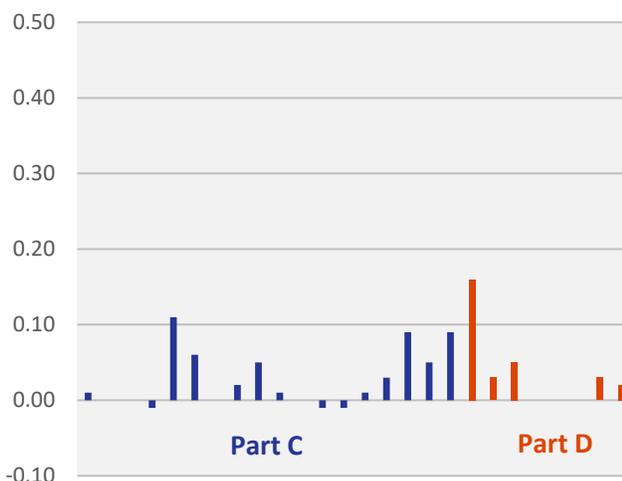
Figure 4

5 Star Cutpoint Changes
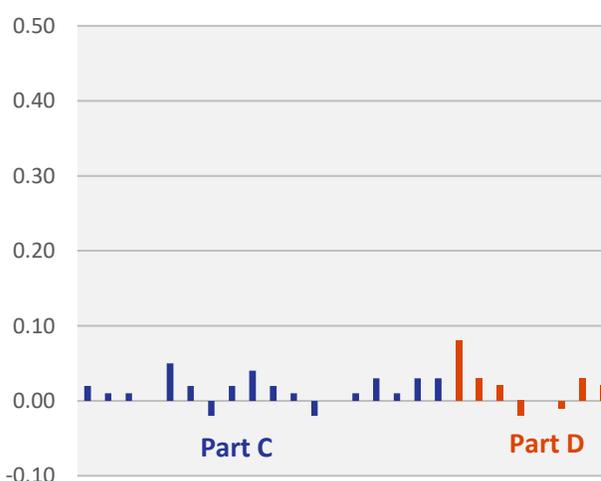
The figures above exclude the following measures:

- *Part C and D Improvement Measures, Complaints About the Health Plan, and Complaints About the Drug Plan*. These measures are excluded for illustrative purposes only because they are not measured on a 0 to 1 scale. All of the measures shown above use the same 0 to 100 scale.

- *CAHPS measures.* Cut points for these measures do not use the clustering methodology and the 5% guardrails do not apply.

- *Plan All-Cause Readmissions, Transitions of Care, and Follow-up After Emergency Department Visit for People with Multiple High-Risk Chronic Conditions. These measures are new in 2024 and do not have 2023 cut points for comparison.*

More information on the excluded measures can be found in the appendix.

Larger variation in 2 and 3 star cut points. Overall, we see more variation and more movement in the 2 and 3 star cut points. This is consistent with historical performance where the industry has seen more variability in low-performing contracts, as well as expectations of the impact of Tukey.

Guardrails are not limiting actual cut point movement in the 2023 to 2024 Star Ratings. Due to the implementation of Tukey, the 2024 Star Ratings cut points show far greater movement than five percent (5%) when compared to the actual 2023 Star Ratings cut points; this is because the 5% guardrail is applied by comparing the 2024 cut points to the simulated 2023 Tukey Outlier Deletion cut points[1].

Figures 5 through 8 below show the number of Part C and MA Part D measure-level cut points that have increased and decreased and the magnitude of their change, when comparing against the simulated 2023 Tukey Outlier Deletion cut points. Appendix B of this report also lists all measures and shows which cutpoints have increased and decreased. These figures illustrate the impact of guardrails limiting movement to 5% in either direction. In an effort to improve the stability and predictability of measure level cut points, this is the second year that CMS has implemented guardrails. Under this view, more than half of the cut points have decreased rather than increased. This finding is the opposite of the change in actual 2023 to 2024 cut points, which have primarily increased. Appendix C of this report lists all measures and shows which cut points would have shifted further without guardrails.

Figure 5

2 Star Cutpoint Changes
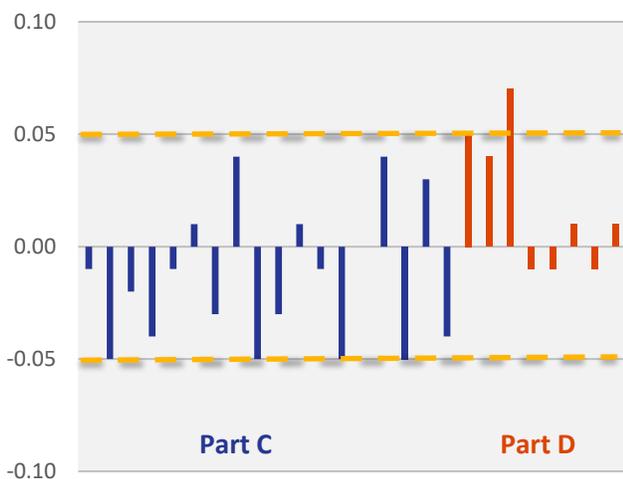
Figure 6

3 Star Cutpoint Changes

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[1] https://www.cms.gov/files/zip/tukey-outlier-deletion-simulations.zip
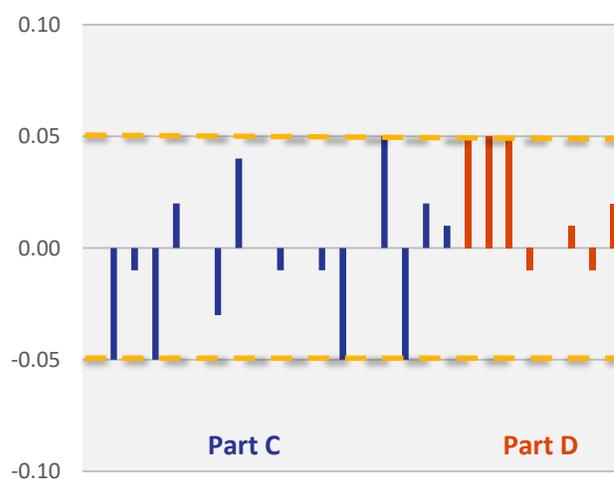
Figure 7

4 Star Cutpoint Changes
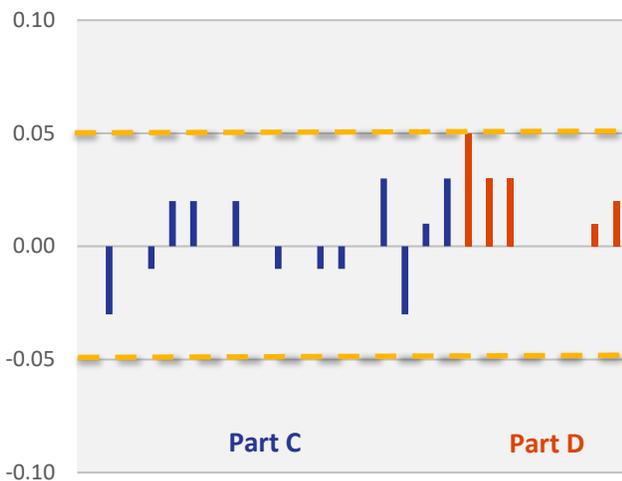
Figure 8

5 Star Cutpoint Changes
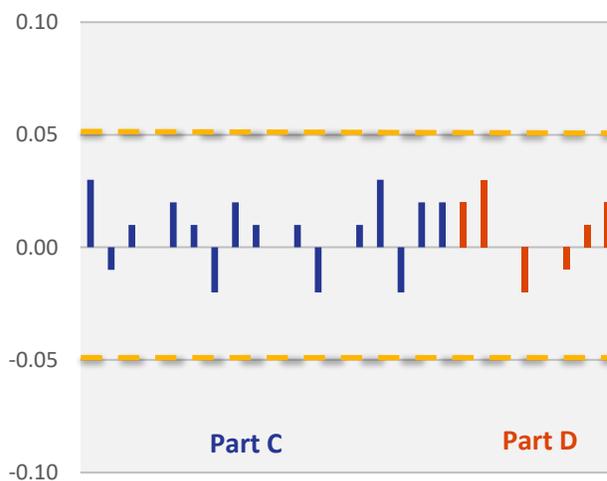
Note that the figures above exclude the same measures as Figures 1 through 4.

Guardrails continue to limit cut point movement. Figures 5 through 8 show that when cut points applied against the 2023 simulated Tukey cut points, they limit the movement in several Part C and D measures to 5%, particularly in the 2 and 3 Star cut points. This indicates that guardrails continue to be important, even with the Tukey methodology employed to stabilize cut points year over year.

Cut Point Changes by Measure Type

The discussion that follows summarizes cut point changes by measure type, in descending order of measure weight.

Administrative. Administrative measures comprise 31% of the total 2024 Overall Star Ratings weight. Cut points for these measures have increased significantly, making it difficult for MAOs to maintain their prior year Star Ratings for these measures. In particular, the Part C and Part D Call Center measures were significantly impacted by the implementation of Tukey, with the 2 and 3 Star cut points shifting upward by more than 20%.

Note that some of the administrative measures (Complaints about the Health/Drug Plan and Members Choosing to Leave the Plan) are "lower is better" measures, so the direction of the cut point change should be considered in the opposite direction as other measures. In addition, Complaints about the Health/Drug Plan measures reflects the rate of complaints about the health/drug plan per 1,000 members; these are not measured on a 0 to 100 scale.

Measure	Type	Weight	Cutpoint Change			
			2 Star	3 Star	4 Star	5 Star
C05: Special Needs Plan (SNP) Care Management	Part C	1	🟢 -0.04	🟢 -0.05	🟢 -0.01	🟡 0.00
C25: Complaints about the Health Plan * **	Part C	4	🔴 -0.77	🔴 -0.39	🔴 -0.18	🔴 -0.05
C26: Members Choosing to Leave the Plan *	Part C	4	🟢 0.02	🟢 0.05	🟢 0.03	🟢 0.03
C28: Plan Makes Timely Decisions about Appeals	Part C	4	🔴 0.25	🔴 0.13	🔴 0.09	🔴 0.01
C29: Reviewing Appeals Decisions	Part C	4	🔴 0.19	🔴 0.09	🔴 0.05	🔴 0.03
C30: Call Center – Foreign Language Interpreter and TTY Availability	Part C	4	🔴 0.36	🔴 0.24	🔴 0.09	🔴 0.03
D01: Call Center – Foreign Language Interpreter and TTY Availability	Part D - MAPD	4	🔴 0.43	🔴 0.22	🔴 0.16	🔴 0.08
D02: Complaints about the Drug Plan * **	Part D - MAPD	4	🔴 -0.77	🔴 -0.39	🔴 -0.18	🔴 -0.05
D03: Members Choosing to Leave the Plan *	Part D - MAPD	4	🟢 0.02	🟢 0.05	🟢 0.03	🟢 0.03
D01: Call Center – Foreign Language Interpreter and TTY Availability	Part D - PDP	4	🔴 0.31	🔴 0.22	🔴 0.07	🔴 0.03
D02: Complaints about the Drug Plan * **	Part D - PDP	4	🔴 -0.20	🔴 -0.13	🔴 -0.07	🔴 -0.04
D03: Members Choosing to Leave the Plan *	Part D - PDP	4	🟡 0.00	🟢 0.01	🟡 0.00	🟡 0.00

* *"Lower is better" measure: lower cutpoints are more difficult to achieve*

** *Measure on differing scale: measure values are not on a 0-100% scale*

CAHPS. Consumer Assessment of Healthcare Provider and Systems (CAHPS) survey measures also comprise 31% of the total 2024 Overall Star Ratings. CAHPS cut points are not determined using the clustering methodology and therefore are not impacted by Tukey. Most of the Part C and MA-PD Part D cut points are either unchanged or declined, indicating that MA-PD performance for these measures is similar between 2024 (2022 measurement period) and 2023 (2021 measurement period).

Measure	Type	Weight	Cutpoint Change			
			2 Star	3 Star	4 Star	5 Star
C03: Annual Flu Vaccine	Part C	1	🟢 -0.01	🟢 -0.02	🟢 -0.01	🟢 -0.01
C19: Getting Needed Care	Part C	4	🟢 -0.02	🟢 -0.02	🟢 -0.01	🟢 -0.01
C20: Getting Appointments and Care Quickly	Part C	4	🔴 0.01	🟡 0.00	🟡 0.00	🟡 0.00
C21: Customer Service	Part C	4	🟡 0.00	🟡 0.00	🟢 -0.01	🟡 0.00
C22: Rating of Health Care Quality	Part C	4	🟡 0.00	🟡 0.00	🟡 0.00	🟡 0.00
C23: Rating of Health Plan	Part C	4	🟡 0.00	🟡 0.00	🟡 0.00	🟡 0.00
C24: Care Coordination	Part C	4	🟡 0.00	🟢 -0.01	🟡 0.00	🟡 0.00
D05: Rating of Drug Plan	Part D - MAPD	4	🔴 0.01	🟡 0.00	🟡 0.00	🔴 0.01
D06: Getting Needed Prescription Drugs	Part D - MAPD	4	🟢 -0.01	🟡 0.00	🟢 -0.01	🟢 -0.01
D05: Rating of Drug Plan	Part D - PDP	4	🔴 0.01	🔴 0.01	🟡 0.00	🟡 0.00
D06: Getting Needed Prescription Drugs	Part D - PDP	4	🟡 0.00	🟡 0.00	🟡 0.00	🟢 -0.01

HEDIS. HEDIS measures represent 16% of the total 2024 Overall Star Ratings weight, and the majority of cut points increased for these measures. In particular, the Care For Older Adults measures have increased significantly for 2024.

Measure	Type	Weight	Cutpoint Change 2 Star	3 Star	4 Star	5 Star
C01: Breast Cancer Screening	Part C	1	0.09	0.01	0.01	0.02
C02: Colorectal Cancer Screening	Part C	1	0.07	0.01	0.00	0.01
C06: Care for Older Adults – Medication Review	Part C	1	0.29	0.14	0.11	0.05
C07: Care for Older Adults – Pain Assessment	Part C	1	0.24	0.12	0.06	0.02
C08: Osteoporosis Management in Women who had a Fracture	Part C	1	-0.03	-0.03	0.00	-0.02
C09: Diabetes Care – Eye Exam	Part C	1	0.05	0.04	0.02	0.02
C10: Diabetes Care – Blood Sugar Controlled	Part C	3	0.19	0.10	0.05	0.04
C11: Controlling Blood Pressure	Part C	3	0.10	0.05	0.01	0.02
C14: Medication Reconciliation Post-Discharge	Part C	1	-0.05	-0.05	-0.01	0.00
C16: Statin Therapy for Patients with Cardiovascular Disease	Part C	1	0.04	0.03	0.01	0.01

Pharmacy. Pharmacy measures make up 11% of the total 2024 Overall Star Ratings weight. As with other measure types, most of the pharmacy measure cut points increased. Consistent with prior years, the Medication Adherence measure cut points generally continue to increase; however, the changes are smaller in magnitude than in prior years.

Measure	Type	Weight	Cutpoint Change 2 Star	3 Star	4 Star	5 Star
D07: MPF Price Accuracy	Part D - MAPD	1	0.22	0.10	0.05	0.02
D08: Medication Adherence for Diabetes Medications	Part D - MAPD	3	0.01	-0.01	0.00	-0.02
D09: Medication Adherence for Hypertension (RAS antagonists)	Part D - MAPD	3	0.04	0.00	0.00	0.00
D10: Medication Adherence for Cholesterol (Statins)	Part D - MAPD	3	0.01	0.01	0.00	-0.01
D11: MTM Program Completion Rate for CMR	Part D - MAPD	1	0.20	0.10	0.03	0.03
D12: Statin Use in Persons with Diabetes (SUPD)	Part D - MAPD	1	0.01	0.02	0.02	0.02
D07: MPF Price Accuracy	Part D - PDP	1	0.06	0.03	0.02	0.00
D08: Medication Adherence for Diabetes Medications	Part D - PDP	3	0.00	0.01	0.01	0.03
D09: Medication Adherence for Hypertension (RAS antagonists)	Part D - PDP	3	0.01	0.00	0.00	-0.02
D10: Medication Adherence for Cholesterol (Statins)	Part D - PDP	3	0.00	0.00	0.01	0.03
D11: MTM Program Completion Rate for CMR	Part D - PDP	1	0.00	0.03	0.01	-0.01
D12: Statin Use in Persons with Diabetes (SUPD)	Part D - PDP	1	0.01	0.01	0.01	0.01

Improvement. Improvement measures make up about 9% of the total 2024 Overall Star Ratings weight, and all of the Part C and MA-PD Part D cut points increased in 2024. Note that the 3 Star cut point remains unchanged because CMS sets this cut point to 0.00 every year.

Measure	Type	Weight	Cutpoint Change 2 Star	3 Star	4 Star	5 Star
C27: Health Plan Quality Improvement **	Part C	5	0.05	0.00	0.07	0.07
D04: Drug Plan Quality Improvement **	Part D - MAPD	5	0.07	0.00	0.03	0.07
D04: Drug Plan Quality Improvement **	Part D - PDP	5	0.11	0.00	-0.17	-0.45

* "Lower is better" measure: lower cutpoints are more difficult to achieve

** Measure on differing scale: measure values are not on a 0-100% scale

HOS. HOS measures make up about 3% of the total 2024 Overall Star Ratings weight, and the majority of cut points are unchanged or declined. In our review of the simulated 2022 and 2023 Tukey Outlier Deletion cut points, we observed that the HOS measure cut points change very little, indicating that Tukey has almost no impact on these measures.

Measure	Type	Weight	Cutpoint Change			
			2 Star	3 Star	4 Star	5 Star
C04: Monitoring Physical Activity	Part C	1	🟢 -0.02	🟢 -0.01	🟡 0.00	🔴 0.01
C12: Reducing the Risk of Falling	Part C	1	🔴 0.01	🟡 0.00	🟡 0.00	🔴 0.01
C13: Improving Bladder Control	Part C	1	🟢 -0.01	🟢 -0.01	🟢 -0.01	🟢 -0.02

Conclusion

The Tukey Outer Fence Outlier removal logic was applied for the first time within the 2024 Star Ratings cut points. This significant methodology change resulted in drastic cut point increases to many Stars measures, making it harder for contracts to improve or even maintain their Overall Star Rating. Overall, there is more movement in the 2 and 3 star cut points due to the increased variability in low-performing contracts.

While this change is expected to reduce cut point volatility in the future, its implementation will drive a significant decline in contract-level 2024 Overall Star Ratings. This will, in turn, drive a large reduction to 2025 Medicare Advantage Quality-Based Payments. In the future, cut points will remain higher under the new methodology, making it even more important for MAOs to increase their focus and investment on Star Ratings.

Please contact Suzanna-Grace Tritt at SuzannaGrace.Tritt@wakely.com or Lisa Winters at Lisa.Winters@wakely.com with any questions or to follow up on any of the concepts presented here.

OUR STORY

Five decades. Wakely began in 1969 and eventually evolved into several successful divisions. In 1999, the actuarial arm became the current-day Wakely Consulting Group, LLC, which specializes in providing actuarial expertise in the healthcare industry. Today, there are few healthcare topics our actuaries cannot tackle.

Wakely is now a subsidiary of Health Management Associates. HMA is an independent, national research and consulting firm specializing in publicly funded healthcare and human services policy, programs, financing, and evaluation. We serve government, public and private providers, health systems, health plans, community-based organizations, institutional investors, foundations, and associations. Every client matters. Every client gets our best. With more than 20 offices and over 400 multidisciplinary consultants coast to coast, our expertise, our services, and our team are always within client reach.

Broad healthcare knowledge. Wakely is experienced in all facets of the healthcare industry, from carriers to providers to governmental agencies. Our employees excel at providing solutions to parties across the spectrum.

Your advocate. Our actuarial experts and policy analysts continually monitor and analyze potential changes to inform our clients' strategies – and propel their success.

Our Vision: To partner with clients to drive business growth, accelerate success, and propel the health care industry forward.

Our Mission: We empower our unique team to serve as trusted advisors with a foundation of robust data, advanced analytics, and a comprehensive understanding of the health care industry.

Learn more about Wakely Consulting Group at www.wakely.com

Appendix A: 2023 and 2024 Measure-Level Cut Points

The table below describes the measure-level cut point changes between 2023 and 2024 Star Ratings. Green shading indicates that it is easier to achieve that level of star rating than previously (or in other words, the cut point has decreased), yellow indicates no change, and red indicates that it is harder than before to achieve that measure level star rating.

Measure	Type	Cut Point Change from 2023 to 2024			
		2 Star	3 Star	4 Star	5 Star
C01: Breast Cancer Screening	Part C	0.09	0.01	0.01	0.02
C02: Colorectal Cancer Screening	Part C	0.07	0.01	0.00	0.01
C03: Annual Flu Vaccine	Part C	-0.01	-0.02	-0.01	-0.01
C04: Monitoring Physical Activity	Part C	-0.02	-0.01	0.00	0.01
C05: Special Needs Plan (SNP) Care Management	Part C	-0.04	-0.05	-0.01	0.00
C06: Care for Older Adults – Medication Review	Part C	0.29	0.14	0.11	0.05
C07: Care for Older Adults – Pain Assessment	Part C	0.24	0.12	0.06	0.02
C08: Osteoporosis Management in Women who had a Fracture	Part C	-0.03	-0.03	0.00	-0.02
C09: Diabetes Care – Eye Exam	Part C	0.05	0.04	0.02	0.02
C10: Diabetes Care – Blood Sugar Controlled	Part C	0.19	0.10	0.05	0.04
C11: Controlling Blood Pressure	Part C	0.10	0.05	0.01	0.02
C12: Reducing the Risk of Falling	Part C	0.01	0.00	0.00	0.01
C13: Improving Bladder Control	Part C	-0.01	-0.01	-0.01	-0.02
C14: Medication Reconciliation Post-Discharge	Part C	-0.05	-0.05	-0.01	0.00
C16: Statin Therapy for Patients with Cardiovascular Disease	Part C	0.04	0.03	0.01	0.01
C19: Getting Needed Care	Part C	-0.02	-0.02	-0.01	-0.01
C20: Getting Appointments and Care Quickly	Part C	0.01	0.00	0.00	0.00
C21: Customer Service	Part C	0.00	0.00	-0.01	0.00
C22: Rating of Health Care Quality	Part C	0.00	0.00	0.00	0.00
C23: Rating of Health Plan	Part C	0.00	0.00	0.00	0.00
C24: Care Coordination	Part C	0.00	-0.01	0.00	0.00
C28: Plan Makes Timely Decisions about Appeals	Part C	0.25	0.13	0.09	0.01
C29: Reviewing Appeals Decisions	Part C	0.19	0.09	0.05	0.03
C30: Call Center – Foreign Language Interpreter and TTY Availability	Part C	0.36	0.24	0.09	0.03
D01: Call Center – Foreign Language Interpreter and TTY Availability	Part D - MAPD	0.43	0.22	0.16	0.08
D05: Rating of Drug Plan	Part D - MAPD	0.01	0.00	0.00	0.01
D06: Getting Needed Prescription Drugs	Part D - MAPD	-0.01	0.00	-0.01	-0.01
D07: MPF Price Accuracy	Part D - MAPD	0.22	0.10	0.05	0.02
D08: Medication Adherence for Diabetes Medications	Part D - MAPD	0.01	-0.01	0.00	-0.02
D09: Medication Adherence for Hypertension (RAS antagonists)	Part D - MAPD	0.04	0.00	0.00	0.00
D10: Medication Adherence for Cholesterol (Statins)	Part D - MAPD	0.01	0.01	0.00	-0.01
D11: MTM Program Completion Rate for CMR	Part D - MAPD	0.20	0.10	0.03	0.03
D12: Statin Use in Persons with Diabetes (SUPD)	Part D - MAPD	0.01	0.02	0.02	0.02

Measure	Type	Cut Point Change from 2023 to 2024			
		2 Star	3 Star	4 Star	5 Star
D01: Call Center – Foreign Language Interpreter and TTY Availability	Part D - PDP	🔴 0.31	🔴 0.22	🔴 0.07	🔴 0.03
D05: Rating of Drug Plan	Part D - PDP	🔴 0.01	🔴 0.01	🟡 0.00	🟡 0.00
D06: Getting Needed Prescription Drugs	Part D - PDP	🟡 0.00	🟡 0.00	🟡 0.00	🟢 -0.01
D07: MPF Price Accuracy	Part D - PDP	🔴 0.06	🔴 0.03	🔴 0.02	🟡 0.00
D08: Medication Adherence for Diabetes Medications	Part D - PDP	🟡 0.00	🔴 0.01	🔴 0.01	🔴 0.03
D09: Medication Adherence for Hypertension (RAS antagonists)	Part D - PDP	🔴 0.01	🟡 0.00	🟡 0.00	🟢 -0.02
D10: Medication Adherence for Cholesterol (Statins)	Part D - PDP	🟡 0.00	🟡 0.00	🔴 0.01	🔴 0.03
D11: MTM Program Completion Rate for CMR	Part D - PDP	🟡 0.00	🔴 0.03	🔴 0.01	🟢 -0.01
D12: Statin Use in Persons with Diabetes (SUPD)	Part D - PDP	🔴 0.01	🔴 0.01	🔴 0.01	🔴 0.01
"Lower is better" measures					
C26: Members Choosing to Leave the Plan	Part C	🟢 0.02	🟢 0.05	🟢 0.03	🟢 0.03
D03: Members Choosing to Leave the Plan	Part D - MAPD	🟢 0.02	🟢 0.05	🟢 0.03	🟢 0.03
D03: Members Choosing to Leave the Plan	Part D - PDP	🟡 0.00	🟢 0.01	🟡 0.00	🟡 0.00
Measures not on 0-100 scale					
C25: Complaints about the Health Plan	Part C	🔴 -0.77	🔴 -0.39	🔴 -0.18	🔴 -0.05
C27: Health Plan Quality Improvement	Part C	🔴 0.05	🟡 0.00	🔴 0.07	🔴 0.07
D02: Complaints about the Drug Plan	Part D - MAPD	🔴 -0.77	🔴 -0.39	🔴 -0.18	🔴 -0.05
D04: Drug Plan Quality Improvement	Part D - MAPD	🔴 0.07	🟡 0.00	🔴 0.03	🔴 0.07
D02: Complaints about the Drug Plan	Part D - PDP	🔴 -0.20	🔴 -0.13	🔴 -0.07	🔴 -0.04
D04: Drug Plan Quality Improvement	Part D - PDP	🔴 0.11	🟡 0.00	🟢 -0.17	🟢 -0.45

Appendix B: 2023 Simulated Tukey and 2024 Measure-Level Cut Points

The table below describes the measure-level cut point changes between the simulated 2023 Tukey cut points and 2024 Star Ratings. Green shading indicates that it is easier to achieve that level of star rating than previously (or in other words, the cut point has decreased), yellow indicates no change, and red indicates that it is harder than before to achieve that measure level star rating.

Measure	Type	Cut Point Change from 2023 Simulated Tukey to 2024			
		2 Star	3 Star	4 Star	5 Star
C01: Breast Cancer Screening	Part C	(green) -0.01	(yellow) 0.00	(yellow) 0.00	(red) 0.03
C02: Colorectal Cancer Screening	Part C	(green) -0.05	(green) -0.05	(green) -0.03	(green) -0.01
C03: Annual Flu Vaccine	Part C	(green) -0.01	(green) -0.02	(green) -0.01	(green) -0.01
C04: Monitoring Physical Activity	Part C	(green) -0.02	(green) -0.01	(yellow) 0.00	(red) 0.01
C05: Special Needs Plan (SNP) Care Management	Part C	(green) -0.04	(green) -0.05	(green) -0.01	(yellow) 0.00
C06: Care for Older Adults – Medication Review	Part C	(green) -0.01	(red) 0.02	(red) 0.02	(red) 0.02
C07: Care for Older Adults – Pain Assessment	Part C	(red) 0.01	(yellow) 0.00	(red) 0.02	(red) 0.01
C08: Osteoporosis Management in Women who had a Fracture	Part C	(green) -0.03	(green) -0.03	(yellow) 0.00	(green) -0.02
C09: Diabetes Care – Eye Exam	Part C	(red) 0.04	(red) 0.04	(red) 0.02	(red) 0.02
C10: Diabetes Care – Blood Sugar Controlled	Part C	(green) -0.05	(yellow) 0.00	(yellow) 0.00	(red) 0.01
C11: Controlling Blood Pressure[1]	Part C	(green) -0.03	(green) -0.01	(green) -0.01	(yellow) 0.00
C12: Reducing the Risk of Falling	Part C	(red) 0.01	(yellow) 0.00	(yellow) 0.00	(red) 0.01
C13: Improving Bladder Control	Part C	(green) -0.01	(green) -0.01	(green) -0.01	(green) -0.02
C14: Medication Reconciliation Post-Discharge	Part C	(green) -0.05	(green) -0.05	(green) -0.01	(yellow) 0.00
C16: Statin Therapy for Patients with Cardiovascular Disease	Part C	(yellow) 0.00	(yellow) 0.00	(yellow) 0.00	(red) 0.01
C19: Getting Needed Care	Part C	(green) -0.02	(green) -0.02	(green) -0.01	(green) -0.01
C20: Getting Appointments and Care Quickly	Part C	(red) 0.01	(yellow) 0.00	(yellow) 0.00	(yellow) 0.00
C21: Customer Service	Part C	(yellow) 0.00	(yellow) 0.00	(green) -0.01	(yellow) 0.00
C22: Rating of Health Care Quality	Part C	(yellow) 0.00	(yellow) 0.00	(yellow) 0.00	(yellow) 0.00
C23: Rating of Health Plan	Part C	(yellow) 0.00	(yellow) 0.00	(yellow) 0.00	(yellow) 0.00
C24: Care Coordination	Part C	(yellow) 0.00	(green) -0.01	(yellow) 0.00	(yellow) 0.00
C28: Plan Makes Timely Decisions about Appeals	Part C	(green) -0.05	(green) -0.05	(green) -0.03	(green) -0.02
C29: Reviewing Appeals Decisions	Part C	(red) 0.03	(red) 0.02	(red) 0.01	(red) 0.02
C30: Call Center – Foreign Language Interpreter and TTY Availability	Part C	(green) -0.04	(red) 0.01	(red) 0.03	(red) 0.02
D01: Call Center – Foreign Language Interpreter and TTY Availability	Part D - MAPD	(red) 0.05	(red) 0.05	(red) 0.05	(red) 0.02
D05: Rating of Drug Plan	Part D - MAPD	(red) 0.01	(yellow) 0.00	(yellow) 0.00	(red) 0.01
D06: Getting Needed Prescription Drugs	Part D - MAPD	(green) -0.01	(yellow) 0.00	(green) -0.01	(green) -0.01
D07: MPF Price Accuracy[1]	Part D - MAPD	(red) 0.07	(red) 0.05	(red) 0.03	(yellow) 0.00
D08: Medication Adherence for Diabetes Medications	Part D - MAPD	(green) -0.01	(green) -0.01	(yellow) 0.00	(green) -0.02
D09: Medication Adherence for Hypertension (RAS antagonists)	Part D - MAPD	(green) -0.01	(yellow) 0.00	(yellow) 0.00	(yellow) 0.00
D10: Medication Adherence for Cholesterol (Statins)	Part D - MAPD	(red) 0.01	(red) 0.01	(yellow) 0.00	(green) -0.01
D11: MTM Program Completion Rate for CMR	Part D - MAPD	(green) -0.01	(green) -0.01	(red) 0.01	(red) 0.01
D12: Statin Use in Persons with Diabetes (SUPD)	Part D - MAPD	(red) 0.01	(red) 0.02	(red) 0.02	(red) 0.02

Measure	Type	Cut Point Change from 2023 Simulated Tukey to 2024			
		2 Star	3 Star	4 Star	5 Star
D01: Call Center – Foreign Language Interpreter and TTY Availability	Part D - PDP	0.05	0.05	0.01	0.00
D05: Rating of Drug Plan	Part D - PDP	0.01	0.01	0.00	0.00
D06: Getting Needed Prescription Drugs	Part D - PDP	0.00	0.00	0.00	-0.01
D07: MPF Price Accuracy[1]	Part D - PDP	0.06	0.03	0.02	0.00
D08: Medication Adherence for Diabetes Medications	Part D - PDP	0.00	0.01	0.01	0.03
D09: Medication Adherence for Hypertension (RAS antagonists)	Part D - PDP	0.01	0.01	0.02	0.03
D10: Medication Adherence for Cholesterol (Statins)	Part D - PDP	-0.02	0.00	0.01	0.03
D11: MTM Program Completion Rate for CMR	Part D - PDP	0.00	0.03	0.01	-0.01
D12: Statin Use in Persons with Diabetes (SUPD)	Part D - PDP	0.01	0.01	0.01	0.01
"Lower is better" measures					
C26: Members Choosing to Leave the Plan	Part C	0.04	0.05	0.03	0.03
D03: Members Choosing to Leave the Plan	Part D - MAPD	0.04	0.05	0.03	0.03
D03: Members Choosing to Leave the Plan	Part D - PDP	0.05	0.04	0.02	0.02
Measures not on 0-100 scale					
C25: Complaints about the Health Plan	Part C	0.15	0.07	0.07	0.02
C27: Health Plan Quality Improvement	Part C	0.05	0.00	0.07	0.07
D02: Complaints about the Drug Plan	Part D - MAPD	0.07	0.07	0.07	0.02
D04: Drug Plan Quality Improvement	Part D - MAPD	0.07	0.00	0.03	0.07
D02: Complaints about the Drug Plan	Part D - PDP	-0.01	-0.01	-0.01	-0.01
D04: Drug Plan Quality Improvement	Part D - PDP	0.11	0.00	-0.17	-0.45

[1] New measures that have been in the Part C and D Star Rating program for 3 years or less do not have 5% guardrail applied

Appendix C: 2024 Measure-Level Cut Points, With and Without Guardrails

The table below describes the measure-level cut point changes between 2024 Star Ratings with and without guardrails. Green shading indicates that it is easier to achieve that level of star rating due to the guardrails, yellow indicates no change, and red indicates that it is harder to achieve that measure level star rating due to the guardrails.

Measure	Type	2024 Cut Point Guardrail Impact			
		2 Star	3 Star	4 Star	5 Star
C01: Breast Cancer Screening	Part C	0.00	0.00	0.00	0.00
C02: Colorectal Cancer Screening	Part C	0.02	0.01	0.00	0.00
C03: Annual Flu Vaccine[1]	Part C	0.00	0.00	0.00	0.00
C04: Monitoring Physical Activity	Part C	0.00	0.00	0.00	0.00
C05: Special Needs Plan (SNP) Care Management	Part C	0.00	0.02	0.00	0.00
C06: Care for Older Adults – Medication Review	Part C	0.00	0.00	0.00	0.00
C07: Care for Older Adults – Pain Assessment	Part C	0.00	0.00	0.00	0.00
C08: Osteoporosis Management in Women who had a Fracture	Part C	0.01	0.03	0.05	0.11
C09: Diabetes Care – Eye Exam	Part C	-0.01	0.00	0.00	0.00
C10: Diabetes Care – Blood Sugar Controlled	Part C	0.01	0.00	0.00	0.00
C11: Controlling Blood Pressure[2]	Part C	0.00	0.00	0.00	0.00
C12: Reducing the Risk of Falling	Part C	0.00	0.00	0.00	0.00
C13: Improving Bladder Control	Part C	0.00	0.00	0.00	0.00
C14: Medication Reconciliation Post-Discharge	Part C	0.07	0.01	0.00	0.00
C16: Statin Therapy for Patients with Cardiovascular Disease	Part C	0.00	0.00	0.00	0.00
C19: Getting Needed Care[1]	Part C	0.00	0.00	0.00	0.00
C20: Getting Appointments and Care Quickly[1]	Part C	0.00	0.00	0.00	0.00
C21: Customer Service[1]	Part C	0.00	0.00	0.00	0.00
C22: Rating of Health Care Quality[1]	Part C	0.00	0.00	0.00	0.00
C23: Rating of Health Plan[1]	Part C	0.00	0.00	0.00	0.00
C24: Care Coordination[1]	Part C	0.00	0.00	0.00	0.00
C28: Plan Makes Timely Decisions about Appeals	Part C	0.07	0.02	0.00	0.00
C29: Reviewing Appeals Decisions	Part C	0.00	0.00	0.00	0.00
C30: Call Center – Foreign Language Interpreter and TTY Availability	Part C	-0.15	-0.07	-0.02	0.00
D01: Call Center – Foreign Language Interpreter and TTY Availability	Part D - MAPD	-0.12	-0.05	0.00	0.00
D05: Rating of Drug Plan[1]	Part D - MAPD	0.00	0.00	0.00	0.00
D06: Getting Needed Prescription Drugs[1]	Part D - MAPD	0.00	0.00	0.00	0.00
D07: MPF Price Accuracy[2]	Part D - MAPD	0.00	0.00	0.00	0.00
D08: Medication Adherence for Diabetes Medications	Part D - MAPD	0.00	0.00	0.00	0.00
D09: Medication Adherence for Hypertension (RAS antagonists)	Part D - MAPD	0.00	0.00	0.00	0.00
D10: Medication Adherence for Cholesterol (Statins)	Part D - MAPD	0.00	0.00	0.00	0.00
D11: MTM Program Completion Rate for CMR	Part D - MAPD	0.00	0.00	0.00	0.00
D12: Statin Use in Persons with Diabetes (SUPD)	Part D - MAPD	0.00	0.00	0.00	0.00

Measure	Type	2024 Cut Point Guardrail Impact			
		2 Star	3 Star	4 Star	5 Star
D01: Call Center – Foreign Language Interpreter and TTY Availability	Part D - PDP	-0.04	0.00	0.00	0.00
D05: Rating of Drug Plan	Part D - PDP	0.00	0.00	0.00	0.00
D06: Getting Needed Prescription Drugs	Part D - PDP	0.00	0.00	0.00	0.00
D07: MPF Price Accuracy[2]	Part D - PDP	0.00	0.00	0.00	0.00
D08: Medication Adherence for Diabetes Medications	Part D - PDP	0.00	0.00	0.00	0.00
D09: Medication Adherence for Hypertension (RAS antagonists)	Part D - PDP	0.00	0.00	0.00	0.00
D10: Medication Adherence for Cholesterol (Statins)	Part D - PDP	0.00	0.00	0.00	0.00
D11: MTM Program Completion Rate for CMR	Part D - PDP	0.00	0.00	0.00	0.00
D12: Statin Use in Persons with Diabetes (SUPD)	Part D - PDP	0.00	0.00	0.00	0.00
"Lower is better" measures					
C26: Members Choosing to Leave the Plan	Part C	0.00	0.00	0.00	0.00
D03: Members Choosing to Leave the Plan	Part D - MAPD	0.00	0.00	0.00	0.00
D03: Members Choosing to Leave the Plan	Part D - PDP	-0.02	0.00	0.00	0.00
Measures not on 0-100 scale					
C25: Complaints about the Health Plan	Part C	-0.25	-0.10	-0.01	0.00
C27: Health Plan Quality Improvement	Part C	0.00	0.00	0.00	0.00
D02: Complaints about the Drug Plan	Part D - MAPD	-0.25	-0.10	-0.01	0.00
D04: Drug Plan Quality Improvement	Part D - MAPD	0.00	0.00	0.00	0.00
D02: Complaints about the Drug Plan	Part D - PDP	0.02	0.01	0.01	0.00
D04: Drug Plan Quality Improvement	Part D - PDP	0.00	0.00	0.00	0.00

[1] 5% Guardrails do not apply to CAHPS measures
[2] New measures that have been in the Part C and D Star Rating program for 3 years or less do not have the 5% guardrail applied