

## Blue Cross and Blue Shield of Oklahoma - H3979

### 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. 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, Blue Cross and Blue Shield of Oklahoma received the following Overall Star Rating from Medicare.

★★★  
3 Stars

We received the following Summary Star Rating for Blue Cross and Blue Shield of Oklahoma's health/drug plan services:

Health Plan Services: ★★★★★  
3.5 Stars

Drug Plan Services: ★★★★★  
3 Stars

The number of stars shows how well our plan performs.

- ★★★★★ Five stars – excellent
- ★★★★ Four stars – above average
- ★★★ Three stars - average
- ★★ Two stars – below average
- ★ One 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 8:00 a.m. to 8:00 p.m. Central time at 1-877-583-8129 (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 8:00 a.m. to 8:00 p.m. Central time.

Current members please call 1-877-774-8592 (toll-free) or 711 (TTY).

HMO plans provided by Blue Cross and Blue Shield of Oklahoma, which refers to GHS Health Maintenance Organization, Inc. d/b/a BlueLincs HMO (BlueLincs). HMO and PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC and BlueLincs are Independent Licensee of the Blue Cross and Blue Shield Association. HCSC and BlueLincs are Medicare Advantage organizations with a Medicare contract. Enrollment in HCSC's and BlueLincs' plans depends on contract renewal.

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