



2021 HEALTH PLAN QUALITY RATING INFORMATION

Rhode Island Health Insurance Company Performance

Domain	BCBSRI - PPO	BCBSRI - POS	NHPRI
GLOBAL RATING	★★★★★	NG	★★★★★
CLINICAL QUALITY MANAGEMENT	★★★★★	CSR-I	★★★★★
Clinical Effectiveness	★★★★★	★★★★★	★★★★★
Patient Safety	★☆☆☆☆	CSR-I	★★★★★
Prevention	★★★★★	CSR-I	★★★★★
ENROLLEE EXPERIENCE	★★★★★	CSR-I	★★★★★
Access & Care Coordination	★★★★★	CSR-I	★★★★★
Doctor & Care	★★★★★	CSR-I	★★★★★
PLAN EFFICIENCY, AFFORDABILITY & MANAGEMENT	★★★★★	CSR-I	★★★★★
Efficiency & Affordability	★★★★★	CSR-I	★★★★★
Plan Services	★☆☆☆☆	CSR-I	★★★★★

BCBSRI-PPO: Blue Cross & Blue Shield of Rhode Island Preferred Provider Organization

BCBSRI-POS: Blue Cross & Blue Shield of Rhode Island – Point of Service (BlueChip Direct & BlueChip Direct Advanced Plans)

NHPRI: Neighborhood Health Plan of Rhode Island

NG: No Global - insufficient data to calculate a global rating. This code applies to the global rating only.

CSR-I: Insufficient data to calculate a score according to the QRS rating methodology.



HealthSource RI's mission is to support consumers in achieving their personal goals related to obtaining affordable, high-quality health care coverage.

What are CMS Star Ratings?

The Centers for Medicare and Medicaid Services (CMS) designed the Quality Rating System (QRS) to provide comparable and useful information to consumers about the quality of health care services and customer experience with health plans offered through the Marketplaces.

How were ratings calculated? What are the ratings based on?

CMS developed a survey sent to a sample of customers that purchased a health plan from the Marketplace. The survey is specifically designed for customers to provide feedback on the health plans offered through the Marketplace and the customers' experience in selecting and using their health plan. The stars represent the feedback provided by customers.

What is the purpose of the Quality Rating System?

The goal of the QRS star rating program is to provide information to help improve health care quality, while empowering consumers to make choices that best suit their health care needs. This supports CMS' goal to achieve quality care that is affordable for individuals, families, and employers through public reporting.

What type of information does the Quality Rating System provide?

The QRS star rating provides health plan quality information on important topics, including but not limited to:

- Access to quality care;
- How well doctors coordinate care with enrollees and other providers;
- Whether the health plan's network providers give members health care that achieves the best results;
- How enrollees rate their doctors and the care they receive.

Where can I get more information about the Quality Rating System and Star Ratings?

For more information, visit: <https://qhpcahps.cms.gov>

Plan quality ratings and enrollee survey results are calculated by the federal government, using data provided by health plans in 2021. The ratings will be displayed for health plans for the 2022 plan year. Learn more about these ratings, or more information, visit: <https://qhpcahps.cms.gov/>