

Health Alliance Northwest - H3471**2018 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 2018, Health Alliance Northwest received the following Overall Star Rating from Medicare.

★★★★★
4 Stars

We received the following Summary Star Rating for Health Alliance Northwest's health/drug plan services:

Health Plan Services: ★★★★★
4.5 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.

You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. Pacific time at 877-642-3331 (toll-free) or 711 (TTY).

Current members please call 877-795-6117 (toll-free) or 711 (TTY).

*Star Ratings are based on 5 Stars. Star Ratings are assessed each year and may change from one year to the next.

Health Alliance Northwest is a Medicare Advantage Organization with a Medicare contract. Enrollment in Health Alliance Northwest depends on contract renewal. Medicare Evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next. ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-877-933-2564 (TTY: 711). Atención: Si usted habla español, los servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llamada 1-877-933-2564 (TTY: 711). Health Alliance Northwest complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Spanish: ATENCIÓN: Si habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame 1-877-750-3350 (TTY: 711). Chinese: 注意：如果你講中文，語言協助服務，免費的，都可以給你。呼叫 1-877-750-3350 (TTY: 711).