

## IMPORTANT INFORMATION:

### 2024 Medicare Star Ratings

#### Sentara Medicare - H2563

**For 2024, Sentara Medicare - H2563 received the following Star Ratings from Medicare:**

**Overall Star Rating:** ★★☆☆☆

**Health Services Rating:** ★★☆☆☆

**Drug Services Rating:** ★★☆☆☆

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

#### Why Star Ratings Are Important:

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.

**The number of stars show how well a plan performs.**

★★★★★ **EXCELLENT**  
★★★★☆ **ABOVE AVERAGE**  
★★★☆☆ **AVERAGE**  
★★☆☆☆ **BELOW AVERAGE**  
★☆☆☆☆ **POOR**

#### Get More Information on Star Ratings Online

Compare Star Ratings for this and other plans online at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

#### Questions about this plan?

Contact Sentara Medicare 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern time at 1-800-927-6048 (toll-free) or 1-800-828-1120 (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. Eastern time. Current members please call 1-800-927-6048 (toll-free) or 1-800-828-1120 (TTY).