

## IMPORTANT INFORMATION:

### 2024 Medicare Star Ratings

Trinity Health Plan Of New England - H8998

Official U.S.  
Government  
Medicare  
Information



For 2024, Trinity Health Plan Of New England - H8998 received the following Star Ratings from Medicare:

**Overall Star Rating:** Plan too new to be measured

Health Services Rating: Plan too new to be measured

Drug Services Rating: Plan too new to be measured



*\*Some plans do not have enough data to rate performance.*

**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 means 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?

Prospective Members:

Please contact Trinity Health Plan Of New England at 1-800-964-4525 (TTY 711). Speak with a licensed sales agent during call center hours: September 6 to March 31, 8 a.m. to 8 p.m., seven days a week; April 1 to September 5, 8 a.m. to 8 p.m., Monday through Friday. On certain holidays and weekends, your call will be handled by our automated phone system.

Current Members:

Please contact Member Services at 1-800-240-3851 (TTY 711), 8 a.m. to 8 p.m., seven days per week. On certain holidays, your call will be handled by our automated phone system.

Trinity Health Plan Of New England (HMO/PPO) is a Medicare Advantage organization with a Medicare contract. Enrollment in Trinity Health Plan Of New England depends on contract renewal. To file a grievance, call 1-800-240-3851 (TTY: 711), 8 a.m. to 8 p.m., 7 days a week or call 1-800-MEDICARE to file a complaint with Medicare. You can also fax 1-833-802-2495 or write to: Trinity Health Plan Of New England, Attn: Appeals and Grievances Department, 3100 Easton Square Place, Suite 300, Columbus, Ohio 43219. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-546-2834 (TTY: 711). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 888-546-2834 (TTY:711).