

11 measures are leaving Stars. Here's where member documents still count

What the CY2027 rule changed and when, with primary links, and a worksheet that re-ranks your member documents by the measures they touch that stay in the formula. All of it is on this page.

Last reviewed 2026-10-09

A planning aid, not a Star Ratings forecast.

What changed, and when

The CY2027 Medicare Advantage and Part D final rule removes 11 measures from the Star Ratings, and keeps the historical reward factor instead of adding the Health Equity Index reward. CMS released the 2027 Star Ratings on Oct 8, 2026: 37% of Medicare Advantage drug-plan contracts earned 4 stars or more, and five-star contracts fell to 15, from 22 in CMS's revised 2026 ratings. Measurement year 2027, which drives the 2029 Star Ratings, starts on 2027-01-01. Plans are re-ranking where to spend, and member-document budgets are part of that.



Oct 8, 2026

CMS released the 2027 Star Ratings



2027-01-01

Measurement year 2027 starts



2029 Star Ratings

Driven by measurement year 2027

Which measures stay, and the documents that touch them

Lead with the measures that stay. The table shows the member documents that touch each one. Those documents are part of the member experience a measure asks about. They do not drive a score on their own.

★ Counted in the Star Ratings formula

CAHPS

HEDIS screening and care measures

Part D medication adherence

HOS outcome measures

Weight rising

Depression Screening and Follow-Up

Added from the 2029 Star Ratings



Leaving the formula

Customer Service and 5 more
Last counted in the 2028 Star Ratings

Call center foreign-language interpreter and TTY availability, Statin Therapy for Cardiovascular Disease
Last counted in the 2027 Star Ratings

Measure groups from the table below, sorted by their status under the CY2027 rule. Member documents are part of the member experience a measure asks about; they don't drive a score on their own.

Measure group	Status	Member documents that touch it
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Measure group	Status	Member documents that touch it
CAHPS: Getting Needed Care, Getting Appointments and Care Quickly, Care Coordination, Rating of Health Plan, Rating of Drug Plan, Getting Needed Prescription Drugs, Annual Flu Vaccine	Stays	EOC and ANOC, prior-authorization and denial letters, formulary and transition-fill notices, provider-directory pages, flu reminders
HEDIS screening and care measures (for example breast and colorectal cancer screening, diabetes eye exam, kidney health evaluation, controlling blood pressure, transitions of care)	Stays	Gap-in-care letters, FIT-kit inserts, screening reminders, post-discharge letters
Part D medication adherence	Stays	Refill reminders, 90-day and mail-order notices, Medicare Prescription Payment Plan materials
HOS outcome measures (Improving or Maintaining Physical and Mental Health)	Stays, weight rising	Care-management and wellness materials. The link is indirect.
Depression Screening and Follow-Up (new, Part C, weight 1)	Added from the 2029 Star Ratings (measurement year 2027)	Screening outreach and follow-up instructions
Customer Service, Rating of Health Care Quality, complaints, members choosing to leave, appeals timeliness and review, Plan Finder accuracy	Leaving: last counted in the 2028 Star Ratings; display page from 2029	Forms, appeal and grievance notices. These still matter for CAHPS, complaints, audits and accreditation, just not in the Stars formula.
Call center foreign-language interpreter and TTY availability (Part C and D), Statin Therapy for Cardiovascular Disease	Leaving: last counted in the 2027 Star Ratings	Language-assistance taglines and notices. Section 1557 obligations continue regardless.

Re-ranking worksheet

List your highest-volume member documents. For each, note the measures it touches and whether they stay. Rank first the documents that touch measures that stay, reach the most members and have never been scored. The first row is an example.

Member document	Measures it touches	Status	Yearly volume	Last scored
Prior-authorization denial letter (example)	Getting Needed Care	Stays	40,000	Never

Sources

 [CY2027 Medicare Advantage and Part D final rule \(Federal Register\)](#), 2026

 [CMS fact sheet: CY2027 Medicare Advantage and Part D final rule](#), 2026

 [CMS fact sheet: 2027 Medicare Advantage and Part D Star Ratings \(2026-10-08\), 2026](#)

 [CMS 2026 Star Ratings Technical Notes, 2025](#)

Questions

Will clearer documents raise our Star Rating?

We don't claim that. Documents are part of the member experience the measures ask about, and a rating depends on many things. The worksheet helps you decide which documents to review first.

Why list the measures that are leaving?

They are still counted in the 2027 or 2028 Star Ratings, and the documents behind them still matter for CAHPS, complaints, audits and accreditation.

Where do these changes come from?

The CY2027 final rule in the Federal Register and CMS's Star Ratings documents, linked below. We re-check them whenever CMS publishes new Technical Notes or a new rule.



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