

IMPORTANT INFORMATION:

2025 Medicare Star Ratings

Blue Cross and Blue Shield of North Carolina - H3777

For 2025, Blue Cross and Blue Shield of North Carolina - H3777 received the following Star Ratings from Medicare:

Overall Star Rating:



Health Services Rating:



Drug Services Rating:



**BlueCross BlueShield
of North Carolina**

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 shows 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 Blue Cross and Blue Shield of North Carolina 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern time at 833-905-1299 (toll free) or 711 (TTY). Current members please call 833-777-7394 (toll free) or 711 (TTY).

Blue Cross and Blue Shield of North Carolina is an HMO plan with a Medicare contract. Enrollment in Experience Health Medicare Advantage (HMO) depends on contract renewal.

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Experience Health Medicare AdvantageSM (HMO)

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services



**BlueCross BlueShield
of North Carolina**

English

ATTENTION: If you speak any of the following languages, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-833-777-7394 (TTY: 711), or speak to your provider.

Spanish / Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayudas y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-833-777-7394 (TTY: 711) o hable con su proveedor.

Chinese / 中文

注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-833-777-7394 (TTY: 711) 或咨询您的服务提供商。

Vietnamese / Việt

LUU Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ được cấp miễn phí. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-833-777-7394 (Người khuyết tật: 711) hoặc trao đổi với nhà cung cấp dịch vụ của quý vị.

Korean / 한국어

알림：한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-833-777-7394 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

French / Français

ATTENTION: Si vous parlez français, vous pouvez bénéficier de services d'assistance gratuits. Vous avez également à votre disposition des outils et services supplémentaires vous permettant de fournir des informations dans un format accessible, sans frais. Appelez le 1-833-777-7394 (TTY: 711) ou parlez à votre fournisseur.

Arabic / العربية

، تتوفر لك خدمات مساعدة لغوية مجانية. كما توفر مساعدة وخدمات إضافية مناسبة لتقديم تنبيه: إذا كنت تتحدث اللغة العربية المعلومات بتقنيات يمكن الوصول إليها مجاناً. يُرجى الاتصال على الرقم أو تحدث مع مزود الخدمة الخاص بك (TTY: 711) 1-833-777-7394.

Hmong / Lus Hmoob

LUG CEEV TSHWJ XEEB: yog has tas koj has lug Hmoob muaj cov kev paab cuam txhais lug pub dlawb rua koj. Cov kev paab hab cov kev paab cuam ntxiv kws tsim nyog txhawm rua muab lug qha paub ua cov hom ntaub ntawv kws tuaj yeem nkaag cuag tau rua los kuj yeej tseem muaj paab dlawb tsis xaam tug nqe dlaab tsi tuab yaam nkaus. Hu rua 1-833-777-7394 (TTY: 711) los yog thaam nrug koj tug kws muab kev saib xyuas khu mob.

Russian / РУССКИЙ

ВНИМАНИЕ: Если Вы говорите на русском, то Вам доступны бесплатные услуги языковой поддержки. Соответствующие инструменты и информационные сервисы также предоставляются бесплатно. Позвоните по телефону 1-833-777-7394 (TTY: 711) или обратитесь к своему поставщику услуг.

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Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyon tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga na-access na format. Tumawag sa 1-833-777-7394 (TTY: 711) o makipag-usap sa iyong provider.

Gujarati / ગુજરાતી

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હોવ તો, મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિચિલરી સહાય અને એક્સેસિબલ ફોર્મટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-833-777-7394 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Mon-Khmer, Cambodian / កាហ្វេខ្មែរ

កំណត់ចំណាំ: ប្រសិនបើអ្នកនឹងយកសារព័ត៌មានផ្ទាល់ដៃទីមានផ្លូវជាបន្ទុក។ ដំឡើយ និងសោរកម្ពស់មានឈ្មោះ ផ្លូវជាបន្ទុកនៃព័ត៌មានតាមទម្រង់ដែលអាចប្រើបានកំណត់ផ្លូវជាបន្ទុកដោយព័ត៌មានផ្ទាល់ដៃទី។ សូមទូរសព្ទទូរសព្ទ 1-833-777-7394 (TTY: 711) និងយកការណ៍ផ្លូវជាបន្ទុកដែលបានផ្តល់

German / Deutsch

WICHTIGER HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-833-777-7394 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.

Hindi / हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-833-777-7394 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

Laotian / ລາວ

ເຊື້ອນທຳກັບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ແສລຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ໄລະ ການບໍລິການແບບບໍ່ແສລຄ່າທີ່ເພິ່ນໄປໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໄທທ່ານເປີ 1-833-777-7394 (TTY: 711) ຫຼື ລົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.

Japanese / 日本語

お知らせ：日本語をお話しの場合、無料の言語支援サービスをご利用いただけます。アクセス可能な形式で情報を提供するための適切な補助的なサポートやサービスも無料でご利用いただけます。1-833-777-7394 (TTY: 711) にお電話いただくか、プロバイダーにお問い合わせください。