

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR DRUG AND HEALTH PLAN CHOICE**

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November 9, 2009

Theresa Devivar  
Medicare Coordinator  
KS Plan Administrators  
8900 Lakes at 610 Dr., Suite 1100  
Houston, TX 77054

Dear Theresa Devivar:

I am writing to congratulate your organization, KS Plan Administrators, H0332, for its high performance in the CY2010 Medicare Advantage ratings. CMS released these ratings in early October. The ratings measure health and prescription drug plans in various areas, such as customer service, beneficiary satisfaction, and appeals processing. CMS provides these data to help educate beneficiaries when comparing available plan options for costs. These data are also a valuable source of information for CMS' continuous oversight and monitoring of Parts C and D plans, to ensure our Medicare beneficiaries are receiving high quality care.

Your organization received a 5 star summary Part C rating, demonstrating your organization's excellence in these operations and quality measures. As the summary score is an adjusted average of the many underlying individual measures, obtaining the highest score requires your organization to perform exceptionally well in each and every area evaluated by CMS. We commend your organization for its achievement, and thank you for helping to provide outstanding care to your enrollees. CMS looks forward to continuing to work with KS Plan Administrators to ensure the effective delivery of high quality services to Medicare beneficiaries.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Tudor".

Cynthia G. Tudor, Ph.D.  
Director  
Medicare Drug Benefit and C & D Data Group

A handwritten signature in black ink, appearing to read "Danielle R. Moon".

Danielle R. Moon, J.D., M.P.A.  
Acting Director  
Medicare Drug & Health Plan Contract  
Administration Group