

Your Path to Five Stars: A Buyer's Timeline for Switching Quality Vendors

If your current quality solution isn't delivering the performance, visibility, or results you need, staying the course could mean flying blind into another disappointing CMS Star Ratings cycle. But it doesn't have to be that way. With the right quality partner and solution, your plan can manage its quality performance with clarity and confidence.

Making a switch takes time, but the payoff is worth it. This timeline shows how Inovalon supports you every step of the way when you transition to our quality solution, so you can plan smarter and position your organization for stronger performance next year.



Introduction & Discovery



Initial conversations

Meet with your dedicated Inovalon Business Development Director to discuss your challenges, goals, and what's missing in your current solution.



Live demo

Get a customized product walk-through with one of our experts to see our quality measurement solutions in action.



Preliminary pricing & scoping

Get a sense of what your tailored solution will cost.



Pitfall to avoid

Delaying internal discussions or discovery can snowball into missed implementation windows later in the year. Bring your stakeholders in early, even if you're still exploring.



Internal Alignment & Approvals



Budget planning

Secure funding and align on internal priorities.



Stakeholder buy-in

Socialize the change across leadership, quality, IT, and procurement.



Negotiations

Work with your Business Development Director to fine-tune your solution package, including add-ons and capabilities that best suit your needs. Keep in mind the functionality you need today, as well as any features you'll need for future initiatives.



Tip

Most health plans finalize budgets for the upcoming year during Q4. If you want a new quality solution in place for 2026, now is the time to ensure it's included as a dedicated line item.



Tip

Don't wait until the contracting stage to understand the decision-making chain of command. Getting alignment across all levels of your org early in the process is crucial.



Watch out for this

Health plan approval processes often take longer than expected — especially when budgets are tight or change management is involved. Set realistic internal timelines and leave room for back-and-forth.



Contracting & Implementation



Legal reviews & redlines

Navigate contracting and redlines with your legal and compliance teams.



Security assessments

Complete IT security evaluations and integrations as needed.



Sign-off & implementation kickoff

Execute contracts and begin onboarding with Inovalon's customer support team.



Common delay alert

Legal and security teams for health plans can get bogged down with backlogs or unclear documentation. Flag these requirements early and begin collecting necessary documentation in advance.

Every CMS Star Ratings cycle brings new challenges and new opportunities to improve. By starting now, you give your team the time they need to transition confidently, implement effectively, and see measurable improvements by the next ratings cycle.

Ready to Take Control of Your CMS Stars Rating Performance?

Reach out to schedule your intro call and learn how Inovalon can help you see clearly, act strategically, and secure the results your plan deserves.

[Get Started Now](#)
