



TEXAS
Health and Human
Services

Complaints Managed Care Oversight Initiative

MCO Report Cards

Report Cards: Background

Report cards shows health plans by program and service area to help members make the best choice for them and their family.



TEXAS
Health and Human
Services

HOUSTON AREA
View this report card online: texasrhs.org/PlanReportCards

Report card for **STAR** health plans for adults

How do the health plans measure up?

Health plans in your area

Health Plan	Phone Number	Website
First MCO alphabetically	(999) 999-9999	https://www.FirstMCO.com/TX
Second MCO alphabetically	(999) 999-9999	https://www.SecondMCO.org/
Third MCO alphabetically	(999) 999-9999	https://www.ThirdMCO.com/members/tv/en-us/
Fourth MCO alphabetically	(999) 999-9999	https://www.FourthMCO.com/CHP
Fifth MCO alphabetically	(999) 999-9999	https://FifthMCO.com/tv/hq/hq.html

To learn more about each health plan's performance, visit the Texas Healthcare Learning Collaborative at TheLCCPortal.com.

HEALTH PLAN PERFORMANCE

Ratings are based on a scale of one to five stars. Fewer stars mean the health plan has lower performance than other health plans, but this does not always mean bad performance.

	First MCO alphabetically	Second MCO alphabetically	Third MCO alphabetically	Fourth MCO alphabetically	Fifth MCO alphabetically
Overall Health Plan Quality	★★	★★★	★★	★★	★★
Experience of Care	★★★	★★★★	★★	★★★★	★★
People get care, tests and treatment easily	★★★	★★★	★★★	★★★★	★★★★
Doctors listen carefully, explain clearly and spend enough time with people	★★★	★★★	★★★	★★★★	★
People give high ratings to their personal doctor	★★	★★★★	★★★	★★★★	★
People give high ratings to the health plan	★★★	★★★★	★	★★★★	★★★★
Staying healthy	★★★	★★★★	★★★★	★★	★★★★
Women get checkups during pregnancy	★★	★★★★	★★	★★	★★
New mothers get checkups after giving birth	★★★★	★★★★★	★★★	★★★★	★★★★
People get regular yearly checkups	★★★	★★★★	★★★	★★	★★★★
Women get regular screenings for cervical cancer	★★★★	★★★★	★★★	★	★★★★
Common Chronic Conditions	★★★	★★★★	★★	★★	★★★★
People get care for depression and constant low mood	★★	★★★	No rating ¹	★★	★★★★
People get care for diabetes	★★★★	★★★	★★★	★★	★★

¹If a plan shows "No rating," this is not a bad rating. At the time of the study, the plan either (1) was new to the area or (2) did not have enough information to rate.

- Ratings are based on a scale of one to five stars and come from nationally standardized member surveys and quality of care measures
- Report cards are grouped into three domains:
 1. Individual items
 2. Performance domains
 3. Overall score

Report Cards: Complaint Status

- Report Cards published in 2022 will include complaint data
- Currently reviewing data and national best practices
- Key considerations:
 - Design
 - Accessibility
 - Data



TEXAS
Health and Human
Services

Report Cards: Next Steps

- Winter 2021: HHSC will share the report card mock-ups with the State Medicaid Managed Care Advisory Committee (SMMCAC) Complaints, Appeals, and Fair Hearings Subcommittee, to align with the MCO's review.
- HHSC will accept comments and questions for up to ten business days following the release of the mock-ups.



TEXAS
Health and Human
Services