

Report on Medicaid Managed Care Provider Network Adequacy

**As Required by
Senate Bill 760, 84th
Legislature, Regular Session,
2015**

**Health and Human Services
Commission**

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Executive Summary

The Texas Medicaid program provides healthcare and long-term services and supports (LTSS) for more than 4.2 million individuals, the majority of whom receive services through managed care.¹ Medicaid managed care programs provide a wide array of acute health care services (primary, specialty and behavioral health care, pharmacy, dental and diagnostic services) and LTSS (nursing, home health care, therapy services, home and community-based services, nursing facility and attendant care). The Health and Human Services Commission (HHSC) contracts with managed care organizations (MCOs) and dental maintenance organizations (DMOs) to provide medically necessary services to Medicaid members.

HHSC is required by state and federal rules and laws to ensure MCOs and DMOs have adequate provider networks. To ensure MCOs and DMOs maintain the provider networks to deliver timely and appropriate care to Medicaid members, HHSC tracks timeliness of care through annual surveys, monitors member and provider complaints,² analyzes geo-mapping reports to measure the distance³ between providers' geographic locations and members' residences, and monitors utilization of out-of-network providers.

¹ Texas Health and Human Services Commission, Health Care Statistics. Medicaid and CHIP Enrollment. <https://hhs.texas.gov/about-hhs/records-statistics/data-statistics/healthcare-statistics>

² HHSC manages complaints or inquiries received from Medicaid providers, members, state agencies, or government officials.

³ HHSC conducted analysis of MCO compliance with travel time standards in Q4 of 2017 (June 2017 - August 2017) and Q1 of 2018 (September 2018 - November 2018). Based on data from these two quarters, HHSC determined MCO compliance with distance standards is highly correlated with compliance with travel time standards. If an MCO met or failed to meet distance standards, nearly 98 percent of the time, they also met or failed to meet the corresponding travel time requirement. Given the high association of these two data sets, and in the interest of efficient use of resources, HHSC is not conducting quarterly analysis of travel time.

Senate Bill (S.B.) 760, 84th Legislature, Regular Session, 2015, requires HHSC to report to the Legislature on access to providers in Medicaid managed care networks, and MCO compliance with contractual obligations related to provider access standards. The report requires:

- A compilation and analysis of information reported by MCOs to HHSC on MCO compliance with Medicaid managed care network adequacy requirements;
- Data on MCOs' average length of time for approving or denying a request for prior authorization of services, and between approving the request and initiation of service;
- A description and analysis of results from HHSC's process for monitoring MCOs; and
- Information on provider-to-recipient ratios in an MCO's provider network, including benchmark ratios to indicate whether there are deficiencies in a given network.

The results of these monitoring initiatives, detailed in Section 3 of this report, show MCOs continue to perform well in meeting requirements related to providing access to preventive care, with nearly all MCOs compliant with access standards for primary care providers (PCPs) and main dentists for all Medicaid programs. However, specialty provider shortages, particularly in rural areas of the state, continue to present challenges to member access.

MCO reporting on prior authorization wait times continues to vary widely⁴. For specialty care in the STAR program, MCOs' average reported wait times for a prior authorization decision ranged from 0 days to 11 days for plans that require prior authorization, and the average reported wait times from MCO approval to service initiation ranged from 0 days to 53⁵ days among plans that require prior authorization.

A 2018 study to examine appointment availability for behavioral health visits in STAR and STAR+PLUS showed improvement for both programs over findings from the same study conducted in 2016. However, study results were less favorable for

⁴ MCO-reported prior authorization wait times published in the 2018 Legislative Report on Managed Care Network Adequacy showed variation among MCOs and specialty types. The 2018 report can be found at: <https://hhs.texas.gov/reports/2019/01/report-medicare-managed-care-provider-network-adequacy>

⁵ Delays between prior authorization approval and service initiation can be attributed to multiple factors, such as a member not following up with the provider, or the member's chosen provider not being available for an appointment.

high-risk prenatal care, which showed a decrease in compliance with appointment wait times over the same period⁶.

To help improve member access to care, particularly in areas with provider shortages, HHSC is working with MCOs to increase the availability of telemedicine and telehealth services through the implementation of S.B. 670, 86th Legislature, Regular Session, 2019, which prohibits MCOs from denying reimbursement for otherwise covered Medicaid benefits solely because the services were delivered via telemedicine or telehealth. The bill also prohibits MCOs from denying, limiting, or reducing coverage for a covered service based on the provider's choice of platform for providing telemedicine services.

HHSC has also developed new provider network distance standards for substance use disorder treatment providers and is working to implement additional standards for community attendant care providers. Additionally, HHSC is working to streamline and improve provider enrollment processes.

Healthcare access and provider shortage issues are not exclusive to Medicaid. Statewide provider ratios for the Medicaid population are in some cases more favorable than statewide provider ratios. Statewide, the ratio of licensed psychiatrists to the Medicaid population is 1:2,135 compared to a ratio of 1:12,804 for the general population.

While none of the indicators noted above provide a complete measure of network adequacy on their own, combined they help HHSC perform a robust assessment of the adequacy of MCO or DMO provider networks and their performance in meeting contractual obligations. This report contains a comprehensive account of MCO compliance with contractual obligations related to network adequacy and HHSC's continued efforts to ensure member access to a choice of quality providers.

⁶ Non-compliance with contractually required appointment wait times resulted in corrective action plans and assessment of liquidated damages.

1. Introduction

In 2015, the 84th Legislature, Regular Session, adopted S.B. 760, which modified Texas Government Code 533.005 to provide the state with additional tools for ensuring network adequacy in Texas Medicaid managed care. The bill directs HHSC to develop specific provider network access standards for Medicaid managed care, and to develop requirements for MCOs to:

- Pay liquidated damages for failing to comply with minimum network access standards;
- Establish an expedited credentialing process for certain provider types identified by HHSC;
- Regularly update and publish provider directories on MCO and DMO websites; and
- Send paper copies of provider directories to all STAR+PLUS and STAR Kids members, unless these members opt-out, and to members of other Medicaid managed care programs only upon request.

In response to the requirements of S.B. 760, HHSC worked extensively with stakeholders, including member advocates, provider groups, MCOs and DMOs, to implement several key initiatives, including:

- Updating requirements for MCO provider directories, including a requirement that all directories be available online, updated weekly, and searchable;
- Developing new distance and travel time standards for certain provider types, taking into account geographic area and managed care program service requirements;
- Updating expedited credentialing standards to decrease the time before a provider may be reimbursed for services and to allow MCOs and DMOs to more quickly address gaps in network coverage; and
- Enhancing MCO reporting and HHSC oversight to ensure compliance with all network adequacy standards.

These initiatives have provided a framework for HHSC's ongoing commitment to improving access to quality care for Medicaid members, and ensuring MCO and DMO accountability for health care service delivery. HHSC continues to examine options for enhancing network adequacy contractual requirements and monitoring

processes to ensure access to care for over 4.2 million Medicaid members statewide.

2. Background

Medicaid Managed Care

In Texas, approximately 94 percent⁷ of individuals enrolled in the state's Medicaid program receive services through managed care. Under the managed care model, the state contracts with MCOs and DMOs to provide members with an array of covered services and supports. HHSC pays MCOs and DMOs a monthly amount per enrolled member to coordinate care and reimburse providers for services to Medicaid members enrolled in their health and dental plans. MCOs contract with providers, including primary care physicians, specialty care, and behavioral health providers. These providers make up the MCO's "network." Sufficient provider networks ensure members have timely access to, and a choice of, health care providers and services covered by the Medicaid program.

HHSC administers and provides oversight of the state's Medicaid program in accordance with state and federal requirements. At the federal level, the Social Security Act⁸ and Code of Federal Regulations⁹ require state Medicaid programs to ensure that MCOs demonstrate the capacity to serve expected enrollment in the MCOs' service areas.¹⁰ The regulations include requirements for an appropriate "range of services and access to preventive and primary care services," with a "sufficient number, mix, and geographic distribution of providers of services." Generally, each state has flexibility to determine how to meet the federal requirements.

At the state level, HHSC establishes managed care contract requirements in accordance with Texas Department of Insurance (TDI) rules and regulations, and federal and state Medicaid rules. HHSC requirements are consistent with, or more stringent than, federal or TDI requirements.

In Texas, Medicaid managed care includes the STAR, STAR+PLUS, STAR+PLUS Medicare-Medicaid Plan (MMP)¹¹, STAR Kids, STAR Health programs,

⁷ <https://hhs.texas.gov/about-hhs/records-statistics/data-statistics/healthcare-statistics>

⁸ SSA §1932(b) (5), Demonstration of Adequate Capacity and Services.

⁹ 42 CFR §438.206 Availability of Services, §438.207 Assurances of Adequate Capacity and Services.

¹⁰ Service area means all the counties, as applicable to each managed care program, for which an MCO has been selected to provide MCO services.

¹¹ The Medicaid portion of STAR+PLUS MMP is subject to the same network adequacy standards as the STAR+PLUS program.

and Children’s Medicaid Dental Services program for individuals age 20 and younger. Seventeen MCOs and three DMOs deliver services across the state, operating in distinct geographic locations known as service delivery areas (SDAs). Each SDA has multiple counties. HHSC requires each MCO to ensure the delivery of services and supports for each of its members on a county-by-county basis.¹² In accordance with state and federal regulations, HHSC is responsible for ensuring each MCO maintains the required provider networks necessary to allow members in all regions of the state to have timely and reasonable access to medically necessary covered services.

Network Adequacy Initiatives

Time and Distance Standards

As part of its efforts to implement the requirements of S.B. 760, HHSC established an internal workgroup to address network adequacy issues in Medicaid managed care. A key initiative of the workgroup was to develop the provider network travel time and distance standards required by S.B. 760, and the protocols for analyzing MCO and DMO compliance with these new standards. HHSC developed the standards in close coordination with external stakeholders. In March 2017, HHSC amended its managed care contracts to include new distance and travel time standards for specific provider types and county designations. See Appendix A for county designations.

In developing the revised network standards, HHSC considered distances and travel times required for Medicare Advantage plans.¹³ When appropriate, HHSC adopted the network standards used by Medicare, which was a suggestion offered by stakeholders. In some cases, Medicare standards conflicted with existing provider standards required by TDI, in which case HHSC deferred to TDI standards. For example, TDI rules require access to specialty care within 75 miles, while Medicare Advantage allows longer travel distances in some rural counties; therefore, in order to comply with TDI rules, HHSC Medicaid managed care standards for specialty care do not exceed 75 miles. Table 1 below outlines the distance and travel times required for MCO provider networks beginning in March 2017, and Table 2 outlines additional network standards added to Medicaid managed care contracts in

¹² In Texas, TDI licenses managed care entities. The license specifies in which areas of the state the entity can operate.

¹³ Medicare Advantage plans provide managed care services for Medicare recipients. Medicare established distance and travel time for Medicare services. Stakeholders suggested Medicaid consider these as a starting point for distance and travel time and consider county level designations since managed care plans in Texas were already familiar with them.

September 2018. For some services in which the member does not travel to the provider, such as in-home skilled nursing, the MCO is required to provide the member a choice of at least two providers in each county in which the MCO operates.

Table 1: Medicaid Managed Care Network Access Distances and Travel Times - March 2017 Contract Amendments

Provider types/services	Programs	Distance and Travel Times ¹⁴
Mental Health-Outpatient	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 30 miles, 45 minutes Rural: 75 miles, 90 minutes
Cardiology or Cardiovascular Disease	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 20 miles, 30 minutes Micro: 35 miles, 50 minutes Rural: 60 miles, 75 minutes
Endodontist, Orthodontist, and Prosthodontist	Children's Medicaid Dental, STAR Health ¹⁵	75 miles, 90 minutes
General Surgeon	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 20 miles, 30 minutes Micro: 35 miles, 50 minutes Rural: 60 miles, 75 minutes
Acute Care Hospital	STAR, STAR Health, STAR Kids, STAR+PLUS	30 miles, 45 minutes
Main Dentist	Children's Medicaid Dental, STAR Health	Metro: 30 miles, 45 minutes Micro: 30 miles, 45 minutes Rural: 75 miles, 90 minutes
Obstetrics or Gynecology	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 60 miles, 80 minutes Rural: 75 miles, 90 minutes
Occupational, Physical, or Speech Therapy	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 60 miles, 80 minutes Rural: 60 miles, 75 minutes
Ophthalmology	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 20 miles, 30 minutes Micro: 35 miles, 50 minutes Rural: 60 miles, 75 minutes

¹⁴ Metro, Micro, and Rural refer to county designation. These are based on population and population density. See Appendix A, which provides a map and lists each county by designation.

¹⁵ Most children and youth age 20 and younger receive comprehensive dental services through Children's Medicaid Dental Services (CMDS) administered by dental maintenance organizations contracted with the state. For children and youth in STAR Health, dental services are carved-in to the STAR Health model.

Provider types/services	Programs	Distance and Travel Times ¹⁴
Orthopedics	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 20 miles, 30 minutes Micro: 35 miles, 50 minutes Rural: 60 miles, 75 minutes
Otolaryngology (Ear, Nose, and Throat (ENT))	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 60 miles, 80 minutes Rural: 75 miles, 90 minutes
Pediatric Dental	Children's Medicaid Dental, STAR Health	Metro: 30 miles, 45 minutes Micro: 30 miles, 45 minutes Rural: 75 miles, 90 minutes
Pediatric Sub-Specialty	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 20 miles, 30 minutes Micro: 35 miles, 50 minutes Rural: 60 miles, 75 minutes
Prenatal Care	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 10 miles, 15 minutes Micro: 20 miles, 30 minutes Rural: 30 miles, 40 minutes
Primary Care	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 10 miles, 15 minutes Micro: 20 miles, 30 minutes Rural: 30 miles, 40 minutes
Psychiatry	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 45 miles, 60 minutes Rural: 60 miles, 75 minutes
Urology	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 45 miles, 60 minutes Rural: 60 miles, 75 minutes

Table 2: Medicaid Managed Care Network Access Requirements - September 2018 Contract Amendments

Provider types/services	Programs	Measure
Audiology Services (includes hearing aids)	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 60 miles, 80 minutes Rural: 75 miles, 90 minutes
Mental Health Rehabilitative Services	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 30 miles, 45 minutes Rural: 75 miles, 90 minutes
Mental Health Targeted Case Management	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 30 miles, 45 minutes Rural: 75 miles, 90 minutes

Provider types/services	Programs	Measure
Pharmacy ¹⁶	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 2 miles, 5 minutes Micro: 5 miles, 10 minutes Rural: 15 miles, 25 minutes
Pharmacy - Medicaid Rural Service Area (MRSA) ¹⁷	STAR, STAR Kids, STAR+PLUS	Metro: 2 miles, 5 minutes Micro: 5 miles, 10 minutes Rural: 15 miles, 25 minutes
In-Home Skilled Nursing	STAR+PLUS	Choice of two in county
Occupational, Physical, or Speech Therapy -in home	STAR Health, STAR Kids, STAR+PLUS	Choice of two in county
Attendant Care	STAR Health, STAR Kids, STAR+PLUS	Choice of two in county
Community First Choice Habilitation	STAR Health, STAR Kids, STAR+PLUS	Choice of two in county
Consumer Directed Services	STAR Health, STAR Kids, STAR+PLUS	Choice of two financial management service agencies
Private Duty Nursing	STAR Health, STAR Kids	Choice of two in county
Assisted Living Facility	STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 60 miles, 80 minutes Rural: 60 miles, 75 minutes
Nursing Facility	STAR+PLUS	Choice of two within 75 miles

Community Attendant Care

In September 2018, HHSC adopted network adequacy requirements for community attendant care, requiring all members to have a choice of providers, defined as home health agencies, in each county. In 2019, Rider 157 (86th Legislative Session) required HHSC to develop enhanced network adequacy standards for MCO provider networks to ensure sufficient member access to community care attendants. Additionally, updates to federal rules gave states broad discretion in the types of metrics allowed for monitoring network adequacy for LTSS. Specifically, federal guidelines in 42 CFR §438.68(b)(2)(ii) required managed care contracts to include

¹⁶ Compliance threshold for Pharmacy is 80 percent of members in Metro counties; 75 percent in Micro; and 90 percent in Rural.

¹⁷ Compliance threshold Pharmacy in MRSA is 75 percent of members in Metro counties; 55 percent in Micro; and 90 percent in Rural.

network adequacy standards other than time and distance standards for provider types that travel to the enrollee to deliver services.

In response to Rider 157, and in accordance with federal rule, HHSC engaged stakeholders in an effort to develop additional options for monitoring network adequacy for community attendant care. Options identified by HHSC, along with input from stakeholders, include:

- Ratio of service recipients to community attendants;
- Timeliness of service;
- Complaint monitoring; and
- Electronic Visit Verification data.

HHSC continues to work with stakeholders to evaluate these options in an effort to develop quantifiable standards for assessing provider network adequacy and intends to have a community attendant care measure in place by March 2021.

Substance Use Disorders

In 2020, as part of a strategy to increase member access to care for the treatment of substance use disorders (SUD), HHSC adopted new provider network standards for outpatient chemical dependency treatment facilities, and outpatient opioid treatment programs, as noted in Table 3 below. These standards were implemented in managed care contracts effective September 1, 2020. In addition, residential SUD treatment providers were added to the Medicaid managed care contract Liquidated Damages Matrix (Attachment B-3) to facilitate the monitoring of residential SUD treatment provider networks through HHSC's out-of-network monitoring process.

**Table 3: Medicaid Managed Care Network Access Requirements
September 2020 Contract Amendments**

Provider types/services	Programs	Distance and Travel Times ¹⁸
Substance Use Disorder (SUD) - Outpatient - Chemical Dependency Treatment Facilities	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45minutes Micro: 30 miles, 45 minutes Rural: 75 miles, 90 minutes
Substance Use Disorder (SUD) - Outpatient - Opioid Treatment Programs	STAR, STAR Health, STAR Kids, STAR+PLUS	Metro: 30 miles, 45 minutes Micro: 30 miles, 45 minutes Rural: 75 miles, 90 minutes

¹⁸ Metro, Micro, and Rural refer to county designation. These are based on population and population density. See Appendix A, which provides a map and lists each county by designation.

Compliance Monitoring

Managed care contracts require MCOs and DMOs to ensure at least 90 percent of members, unless otherwise specified, have access to a choice of PCPs and specialty providers within a specified distance or travel time. The required distance and travel time standards vary by provider and county type. Each quarter, HHSC analyzes provider network access for each Medicaid managed care program, and for each participating MCO and DMO. The analysis assesses the percentage of each managed care plan's members, for each provider or service type, with at least two providers within the maximum distance from the member's residence, based on Medicaid enrollment files. (See Appendices D and E for MCO compliance results.) MCOs and DMOs that do not meet the minimum established percentage for members within the required distance for each provider or service type may be subject to contract remedies including corrective action plans (CAPs) and/or liquidated damages. In addition, once a year HHSC calculates MCO and DMO compliance with established travel time standards, for which MCOs may also be assessed contract remedies for non-compliance¹⁹.

As part of the analysis to assess MCO compliance with network requirements, HHSC produces 'geomap' reports by county, which plot each MCO's network providers against its enrolled members, allowing HHSC to determine member proximity to network providers.²⁰ The criteria for analysis is adjusted as appropriate for managed care program, age, and sex (e.g., males are not mapped to gynecologists, adults are not mapped to pediatricians, and STAR is not assessed for LTSS). See Table 4 for additional detail on program assessment.

¹⁹ HHSC conducts travel time analysis annually, since compliance with travel time standards is highly correlated with compliance of distance standards.

²⁰ HHSC uses the following software to develop geo-mapping reports:

1. ArcGIS Desktop, including the Spatial Analyst and Network Analyst extensions, which support geo-distance and travel time analysis, respectively.
2. 'R' - an open-source statistical analysis program, which utilizes a geosphere package for conducting geo-distance analysis. This program runs the same geo-distance functions utilized in ArcGIS to calculate distance between geographical points.
3. StreetMap Premium for ArcGIS, which works within the ArcGIS Desktop program, and is used for geo-coding addresses.

Table 4: Medicaid Managed Care Age and Sex Specifications

Provider types/services	Managed Care Programs	Age	Sex
Audiology Services	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Behavioral Health-Outpatient Care	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Cardiology or Cardiovascular Disease	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Endodontist, Orthodontist, and Prosthodontist	Children's Medicaid, STAR Health	20 and younger	All
General Surgeon	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Hospital- Acute Care	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Main Dentist	Children's Medicaid, STAR Health	20 and younger	All
Mental Health Rehabilitative Services	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Mental Health Targeted Case Management	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Obstetrics or Gynecology	STAR, STAR Health, STAR Kids, STAR+PLUS	12-64 years	Female
Occupational, Physical, or Speech Therapy	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Ophthalmology	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Orthopedics	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Otolaryngology (ENT)	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Pediatric Dental	Children's Medicaid, STAR Health	20 and younger	All
Pediatric Sub-Specialty	STAR, STAR Health, STAR Kids	17 and younger	All
Pharmacy	STAR, STAR Health, STAR Kids, STAR+PLUS,	All	All
Prenatal Care	STAR, STAR Health, STAR Kids, STAR+PLUS	15-44 years	Female
Primary Care	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All

Provider types/services	Managed Care Programs	Age	Sex
Psychiatry	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All
Urology	STAR, STAR Health, STAR Kids, STAR+PLUS	All	All

The geomaps allow HHSC to determine, for each MCO, the extent to which the MCO's members in each county have access to a choice of providers for covered services. HHSC also uses these reports to assess MCO compliance with contractually required network adequacy standards. Failure to comply with contract requirements results in the assessment of a CAP requiring the MCO to take corrective action to ensure future compliance with program requirements. Depending on the frequency and severity of non-compliance, an MCO may also be subject to liquidated damages.

Telemedicine and Telehealth Services

To help improve member access to care, particularly in areas with provider shortages, HHSC is working with MCOs to increase the availability of telemedicine and telehealth services. S.B. 670, 86th Legislature, Regular Session, 2019, is intended to foster increased use of telemedicine and telehealth services. This legislation prohibits MCOs from denying reimbursement for otherwise covered Medicaid benefits solely because the services were delivered via telemedicine or telehealth and also stipulates that MCOs cannot deny, limit, or reduce coverage for a covered service based on the provider's choice of platform for providing telemedicine services. In response to COVID-19, HHSC implemented temporary flexibilities which authorized select Medicaid services to be delivered via telemedicine, telehealth, and telephone (audio-only) platforms²¹.

²¹ <http://tmhpacestg.prod.acquia-sites.com/news/2020-06-29-multiple-medicare-covid-19-flexibilities-extended-through-july-31-2020>

3. MCO Network Oversight

Appointment Availability

S.B. 760 directed HHSC to establish and implement a process for direct monitoring of an MCO's provider network, including the length of time a recipient must wait between scheduling an appointment with, and receiving treatment from a provider. To fulfill this direction, HHSC contracted with its external quality review organization (EQRO) to implement an appointment availability study to analyze MCO compliance with appointment access standards specified in Section 8.1.3 of the managed care contracts, which outlines MCO requirements for ensuring members have timely access to covered services.

Standards

Access to care includes the ability to obtain appointments for primary and specialist care within a reasonable amount of time. HHSC managed care contracts outline MCO provider network standards for timely appointments and the availability of specialist appointments without referrals. Table 5 below shows the appointment wait time standards included in the managed care contracts and used in the HHSC appointment availability studies.

Table 5: Appointment Standards Defined in Managed Care Contracts

Level/Type of Care	Time to Treatment
Urgent Care (child and adult)	Within twenty-four (24) hours
Routine Primary Care (child and adult)	Within fourteen (14) calendar days
Preventive Health Services for New Child Members	No later than ninety (90) calendar days of enrollment (for STAR Health, the requirement is 30 days)
Initial Outpatient Behavioral Health Visits (child and adult)	Within fourteen (14) calendar days
Preventive Health Services for Adults	Within ninety (90) calendar days
Prenatal Care (not high-risk)	Within fourteen (14) calendar days

Level/Type of Care	Time to Treatment
Prenatal Care (high risk)	Within five (5) calendar days
Prenatal Care (new member in 3 rd trimester)	Within five (5) calendar days
Vision Care (ophthalmology, therapeutic optometry)	None indicated

Methodology

For the appointment availability study, the EQRO uses a secret shopper methodology to examine member experience in scheduling appointments. The study is comprised of four “sub-studies” covering the following areas: prenatal care (also referred to as obstetrics/gynecology (OB/GYN); PCP; vision; and behavioral health. The studies began in 2015, with initial results used to develop MCO strategies for addressing excessive appointment wait times and noncompliance with vision referral standards.²² In the 2016 study, an MCO’s failure to meet required standards resulted in the issuance of corrective action plans (CAPs). In 2018, MCOs failing to meet established minimum standards for compliance were subject to CAPs and liquidated damages.

Due to the secret shopper methodology, HHSC is not able to include specialists in the appointment availability study since specialists generally require a referral. Instead, HHSC worked with its EQRO to develop a PCP referral study, which asks PCPs to provide information on challenges experienced in referring members for specialty care. The 2018 PCP referral study indicated PCPs encountered the most challenges in obtaining referrals for behavioral health services, with 52 percent of PCPs reporting psychiatry as the specialty presenting the most difficulty for obtaining referrals.

Study Schedule

The EQRO conducts the appointment availability studies to evaluate MCO compliance with contractual appointment availability standards, based on the schedule outlined below. The EQRO conducted the first study in 2015, with a follow-up study in 2016. The 2016 study was extended to cover two contract years (2016-2017). The 2018 study will also cover two contract years (2018-2019).

²² Vision care should be available without a PCP referral.

2015 Appointment Availability Study²³

- Prenatal - STAR²⁴
- Vision - STAR, STAR+PLUS
- Primary Care - STAR, STAR+PLUS
- Behavioral Health - STAR, STAR+PLUS

2016 and 2017 Appointment Availability Study

- Prenatal - STAR
- Vision - STAR, STAR+PLUS
- Primary Care - STAR, STAR+PLUS
- Behavioral Health - STAR, STAR+PLUS

2018 Appointment Availability Study²⁵

- Prenatal - STAR
- Vision - STAR, STAR Kids, STAR+PLUS, STAR Health
- Primary Care - STAR, STAR Kids, STAR+PLUS, STAR Health
- Behavioral Health - STAR, STAR Kids, STAR+PLUS, STAR Health

Results

The results of the 2018 appointment availability studies show MCOs generally in compliance with appointment wait time standards for PCPs and behavioral health but failing to meet established compliance thresholds for high-risk prenatal care (see Table 8 below). However, the sample size of the study is limited due to the inability to reach many of the providers included in MCO provider directories. As a result, the study's findings may not always be representative of an MCO's full network of providers.

²³ The appointment availability studies included the Children's Health Insurance Program (CHIP); however, SB760 and this report do not pertain to CHIP.

²⁴ Only the STAR program is included in the prenatal sub study. While there are some pregnant women in other programs, their numbers are small.

²⁵ 2018/2019 were the first years that STAR Kids and STAR Health were included in the Study; therefore, only baseline data is available for those programs. This data is not included in this report.

The EQRO noted that provider directory accuracy was an issue for Medicaid members and providers seeking to refer patients. As a result, HHSC is working with the EQRO to develop additional studies to determine root causes for the directory inaccuracies, best practices, and appropriate corrective actions for provider directory maintenance. The EQRO performed a literature review of provider directory standards but found no nationally recognized standards at this time.

Primary Care

Table 6 below shows program-level compliance with PCP network access standards described in HHSC managed care contracts, which state that members must have access to a PCP: within 90 days for preventive care, within 14 days for routine care, and within 1 day for urgent care.

Table 6. Program-Level Compliance for Primary Care

Program	Standard	2016	2018 ²⁶
STAR	PCP Child Urgent Care (24 hours)	99.6%	100%
STAR	PCP Child Routine Care (14 days)	89.6%	100%
STAR	PCP Child Preventive Care (90 days)	99.6%	100%
STAR	PCP Adult Urgent Care (24 hours)	98.9%	100%
STAR	PCP Adult Routine Care (14 days)	93.5%	100%
STAR	PCP Adult Preventive Care (90 days)	97.6%	99.9%

²⁶ 2018 includes 2019 studies due to calendar and fiscal year overlaps.

Program	Standard	2016	2018 ²⁶
STAR+PLUS	PCP Urgent Care (24 hours)	99.1%	100%
STAR+PLUS	PCP Routine Care (14 days)	87.8%	100%
STAR+PLUS	PCP Preventive Care (90 days)	97.0%	99.2%

In addition to recommending HHSC take steps to improve provider directory accuracy, the EQRO recommends that HHSC encourage MCOs to work with providers to make weekend appointments available to members to improve access. Only about one-third of providers with available appointments indicated they offered appointments on weekends.

Behavioral Health²⁷

Table 7 shows program-level compliance with managed care contract requirements for behavioral health. The contract requires that members have access to a behavioral health provider within 14 days. While individual MCO results vary, overall, access to behavioral health providers in Texas improved across all programs for 2018. The behavioral health corrective action plan threshold for 2016 and 2018 was 75 percent for children in STAR, 79 percent for adults in STAR, and 89 percent for STAR+PLUS.

Table 7. Program-level Compliance for Behavioral Health

Program	2016	2018
STAR - Child	77.40%	84.2%

²⁷ Calls to STAR+PLUS providers in Hurricane Harvey-affected counties were suspended from August 25 through October 8, 2017, which should inform any interpretation of the study results.

Program	2016	2018
STAR - Adult	76.0%	85.60%
STAR+PLUS	81.7%	91.10%

Prenatal

The EQRO only performs the prenatal sub-study for the STAR program. Although other programs serve pregnant members, the numbers are too small to produce an adequate sample.

For this study, the callers used three separate telephone scripts with specific scenarios meant to represent members who were: (1) 12 weeks into the pregnancy (low-risk); (2) about 20 weeks into the pregnancy with a previous diagnosis of diabetes (high-risk); and (3) 32 weeks into the pregnancy (third trimester). Table 8 describes program-level compliance for access to STAR prenatal service providers in 2016 and 2018. Compliance with the standard increased for both low-risk and third-trimester appointments but decreased significantly for high-risk appointments. The corrective action plan threshold for the 2018 study was 85 percent for low-risk prenatal appointments, 51 percent for high-risk prenatal appointments, and 51 percent for third trimester appointments.

Table 8. Program-level Compliance for STAR Prenatal

Standard	2016	2018
Low-risk: Appointment available within 14 days	71.4%	72.5%
High-risk: Appointment available within five days	44.2%	27.9%
Third Trimester: Appointment available within five days	37.6%	57.9%

Additional research is necessary to determine why appointments for high-risk pregnancy continue to exceed prescribed wait times. Increasing after-hour and weekend appointments may provide additional times for appointments especially for high risk pregnant women. HHSC will continue investigating the root cause of these results.

Vision

Table 9 describes program-level compliance with managed care contract requirements that members must have access to a vision care provider without a PCP referral. While individual MCO results vary, access to vision providers generally improved across all programs from 2016 to 2018. The 2016 and 2018 corrective action plan thresholds for vision appointments were 99 percent across all programs.

Table 9. Program-level Compliance of Vision Care Providers

Program	2016	2018
STAR	92.70%	96.1%
STAR+PLUS	96.10%	99.0%

Corrective Action Plans

To promote and monitor program improvement, HHSC used the results from the 2015 appointment availability study as a baseline to establish CAP thresholds for 2016 and 2018. Thresholds for the 2016 and 2018 studies were set at ten points above the mean statewide compliance with wait times in the 2015 study, with a maximum threshold of 99 percent. Table 10 shows the 2015 benchmark and 2016/2018 CAP threshold for each program and standard.

Table 10. 2016 and 2018 CAP Thresholds

Program	Standard	2015 Benchmark	2016 and 2018 CAP Threshold ²⁸
STAR	OB/GYN Low-risk (14 Days)	74.9%	85%
STAR	OB/GYN High-risk (5 days)	40.9%	51%
STAR	OB/GYN 3rd Trimester (5 days)	40.9%	51%
STAR	Behavioral Health Child (14 days)	65.4%	75%
STAR	Behavioral Health Adult (14 days)	69.4%	79%
STAR	Child Vision (no referral required)	91.4%	99%
STAR	PCP Child Urgent Care (24 hours)	99.3%	99%

²⁸ Beginning in 2018, corrective action plans and liquidated damages were assessed to plans not meeting the Appointment Availability standards.

Program	Standard	2015 Benchmark	2016 and 2018 CAP Threshold²⁸
STAR	PCP Child Routine Care (14 days)	94.9%	99%
STAR	PCP Child Preventive Care (90 days)	99.8%	99%
STAR	PCP Adult Urgent Care (24 hours)	97.9%	99%
STAR	PCP Adult Routine Care (14 days)	85.8%	96%
STAR	PCP Adult Preventive Care (90 days)	99.4%	99%
STAR+PLUS	Behavioral Health Adult (14 days)	79.4%	89%
STAR+PLUS	Vision (no referral required)	89.4%	99%
STAR+PLUS	PCP Urgent Care (24 hours)	95.7%	99%
STAR+PLUS	PCP Routine Care (14 days)	77.2%	87%
STAR+PLUS	PCP Preventive Care (90 days)	96.8%	99%

There are several factors that may affect MCO compliance, including statewide and national workforce issues²⁹, provider directory accuracy, and the accuracy of information given by provider staff. HHSC and the EQRO are working together to determine appropriate follow-up studies, training, and corrective actions to address appointment availability issues.

Corrective Action Plan Responses

To address provider network deficiencies identified in the appointment availability studies, MCOs provided a broad range of proposed actions in their 2018 CAPs, including:

- Provider education in the form of letters, email and fax blasts, trainings and webinars, and provider orientations;
- Quality audits, including appointment availability studies conducted by the MCOs;
- Provider outreach calls to assess the accuracy of provider directory information; and
- Online training materials, interactive videos, and review of HHSC provider manuals.

HHSC has issued multiple CAPs for MCOs that did not meet the contractual standards for appointment wait times. However, between 2015 and 2018, all Medicaid programs showed improvements across studies. HHSC will continue to monitor the MCOs to make improvements in MCOs' performance in meeting appointment wait time standards.

Prior Authorization Wait Times

S.B. 760 requires MCOs to report data on the sufficiency of the organization's provider network with regard to providing care under Texas Government Code §533.0061(a), including specific data on the average length of time: (1) for approving or denying a request for prior authorization of services, and (2) between approving the request and initiation of service.

²⁹ The Department of State Health Services Primary Care Office publishes data on statewide provider shortages. Additional information, including information on areas deemed Health Professional Shortage areas can be found here: <https://www.dshs.texas.gov/chpr/Health-Professional-Shortage-Area-Designation.aspx>

In fulfillment of this requirement, HHSC requested each MCO provide information for each program (STAR, STAR Health, STAR Kids, and STAR+PLUS) for the following services³⁰:

- Physician specialty care
- In-home services:
 - Nursing services
 - Occupational therapy
 - Physical therapy
 - Speech therapy
 - Attendant care
- Clinic or provider setting
 - Occupational therapy
 - Physical therapy
 - Speech therapy

For each service listed above, HHSC asked each MCO to report on the average length of time between:

- The date a provider requested prior authorization and the date the authorization is either approved or denied by the MCO, and
- The date authorization is approved, and the date service is initiated.

MCO prior authorization reporting results can be found in Appendix B and are based on MCO self-reported data for services authorized between March 1, 2020 and May 30, 2020 (third quarter of fiscal year 2020). HHSC managed care contracts require MCOs to issue a determination on prior authorization requests within three business days of the request.³¹ The majority of MCOs reported making a decision on prior

³⁰ The majority of Medicaid services do not require prior authorization, thus, the analysis for this section of the report focused on services that most often require MCO prior authorization.

³¹ In response to SB 1207, (86th Legislature, Regular Session, 2019), HHSC is establishing a uniform timeline for Medicaid MCOs to process prior authorization requests with insufficient or inadequate documentation. The new process extends the timeline on an out-patient, non-emergent prior authorization request, allowing providers to submit additional documentation, request a peer-to-peer consultation with a physician of similar specialty and experience and does not exceed federally-required time frames for an MCO to render a decision.

authorization requests, on average, in three days or less, and most MCOs reported services initiated, on average, within 21 days of authorization. For specialty care in the STAR program, MCOs' average reported wait times for a prior authorization decision ranged from 0 days to 11 days, and the average reported wait times from MCO approval to service initiation ranged from 0 days to 53 days.

There are challenges and limitations to the data collected on prior authorization/service initiation wait times. Variation exists among MCOs in service authorization requirements for some services, as managed care contracts provide MCOs flexibility in establishing prior authorization policies. Prior authorization requirements also vary within an MCO's network. For example, certain providers may be exempt from requiring referrals or prior authorizations based on the provider's history and past performance.

Delays between prior authorization approval and service initiation can be attributed to multiple factors, including a member not following up with the provider, or the chosen provider not being available for an appointment. Similarly, a member not being available for a required assessment could result in delays in an MCO decision on a prior authorization request. An MCO also could require prior approval for purposes of claims payment and not service initiation, resulting in receipt of care before the date of service request or authorization.

HHSC will continue to explore additional methods to capture information and conduct meaningful analysis on the time it takes for members to obtain services after prior authorization. In addition to prior authorization data required for this report, HHSC utilization review staff conduct monthly and annual reviews of MCO prior authorization data, including requests, approvals and denials, and member appeals to ensure MCO prior authorization processes comply with state and federal guidelines governing authorization of health care services.

Provider Ratios

S.B. 760 requires HHSC to include in its biennial report to the Legislature specific information on provider-to-member ratios in an MCO's provider network, as well as benchmark ratios to indicate whether deficiencies exist in a given network. In response to this requirement, HHSC examined provider-to-member ratios for each MCO, by service area, and county type (metro, micro, and rural), for each Medicaid managed care program based on data from the third quarter of fiscal year 2020. See Appendix C for a full report of these ratios.

The Department of State Health Services (DSHS) Health Professional Resource Center is the primary source of health workforce information in Texas. While data on all physician specialties and health care provider types are not available, DSHS publishes data for primary care and psychiatry. Table 11 and Table 12 below show the ratio for the general population of Texas to one licensed primary care provider or one psychiatrist. The information reported in Table 11 and Table 12 below is derived from DSHS Supply tables (September 2019) at <http://www.dshs.texas.gov/chs/hprc/health.shtm>

Table 11. Texas Licensed Primary Care Providers: Ratio of 2019 Population to 1 Provider, Statewide and by Service Area, reported by County Type³²

Service Area	Within Entire Service Area	in Metro Counties	in Micro Counties	in Rural Counties
Statewide	1,320	1,240	1976	2,227
Bexar	1,302	1,264	1,426	2660
Dallas	1,147	1,142	NA	1,714
El Paso	1,825	1822	NA	3,401
Harris	1,222	1,206	9990	2,183
Hidalgo	1,872	1,773	3,020	6,780
Jefferson	2,191	1,719	3,039	2,597
Lubbock	1,407	1,258	NA	2,411
MRSA Central	1,352	1,112	2,306	1,843
MRSA Northeast	1,380	898	1,887	3,520
MRSA West	1,573	1,389	934	2,098
Nueces	1,330	1,045	3,155	2,232
Tarrant	1,375	1,371	1,551	NA
Travis	1,141	1,083	3,381	1,570

Note: 'NA' applies to situations in which a particular county type is not present within the service area.

³² Reported data is based on an aggregate of the population in all counties of a given county type within each service area. See Appendix A for country designations.

Table 3. Texas Licensed Psychiatrists: Ratio of 2019 Population to 1 Provider, Statewide and by Service Area, reported by County Type³³

Service Area	Within Entire Service Area	in Metro Counties	in Micro Counties	in Rural Counties
Statewide	12,804	11,486	21,889	81,907
Bexar	10,360	9,965	10,614	40,780
Dallas	9,901	9,789	NA	53,020.0
El Paso	21,811	21,726	NA	-
Harris	10,671	10,481	24,975	109,154
Hidalgo	33,434	31,211	61,912	-
Jefferson	31,130	14,946	255,298	-
Lubbock	20,939	16,804	NA	161,544
MRSA Central	18,853	11,800	56,494	123,477
MRSA Northeast	20,184	13,431	22,371	158,379
MRSA West	16,831	13,739	5,607	42,629
Nueces	29,006	19,023	97,813	-
Tarrant	16,861	16,704	32,580	NA
Travis	7,629	6,941	128,484	91,036

Note: 'NA' applies to situations in which a particular county type is not present within the service area.

HHSC tracks primary care physician and specialist counts based on data reported by MCOs; however, there are currently no established benchmarks for provider ratios, or managed care contract requirements for member-to-provider ratios. Although member-to-provider ratios can illustrate the number of providers available to members, these ratios are limited in their ability to demonstrate member access³⁴.

Table 13 and Table 14 provide information about the ratio of members to one primary care and to one psychiatrist in Medicaid managed care programs. When

³³ Reported data is an aggregate of the population in all counties of a given county type within each service area.

³⁴ The data does not capture whether the providers are accepting new Medicaid members, or actually serving Medicaid members. It is also not possible to know what share of the Medicaid providers' practices are devoted to serving Medicaid members.

compared to statewide data for the general population, the ratio of providers to members are generally more favorable for PCPs and Psychiatrists in Medicaid managed care. Statewide, the ratio of individuals to one PCP is 1:1,320, compared to a ratio of 1:154 for Medicaid, for all programs, and the ratio of individuals to one Psychiatrist is 1:12,804, compared to a ratio of 1:2,135 for Medicaid, for all programs. (See Appendix C for ratios for other provider types.)

Table 13. Medicaid Managed Care Primary Care Providers: Ratio of 2020 Q3 members to 1 Provider, Statewide and by County Type

Medicaid Managed Care Program	Within Entire Service Area	in Metro Counties	in Micro Counties	in Rural Counties
All Programs	154.2	153.1	131.7	129.5
STAR	170	170	163.9	140.3
STAR Health	4.7	4.6	5.5	4.7
STAR Kids	9.8	10.3	6.8	6.1
STAR+PLUS	14.2	13.9	14.9	12.7
Bexar - all programs	112.4	125.1	40.3	39.5
Dallas - all programs	107.0	118.3	NA	28.2
El Paso - all programs	203.8	207.4	NA	2.6
Harris- all programs	138	142.1	28.7	53.1
Hidalgo- all programs	134.3	143.9	121.3	28.4
Jefferson- all programs	17.7	9.7	164.4	119.5
Lubbock- all programs	52.6	62.5	NA	34.1
MRSA Central- all programs	20.4	15.6	17.7	53.5
MRSA Northeast- all programs	36.3	19.3	95.6	69
MRSA West- all programs	29	15.9	48.3	71.2
Nueces- all programs	33.2	25.6	68.5	73.4
Tarrant- all programs	107.6	108.2	82.8	NA
Travis- all programs	30.8	29.3	87.9	15

Note: 'NA' applies to situations in which a particular county type is not present within the service area.

Table 14. Medicaid Managed Care Psychiatrists: Ratio of 2020 Q3 members to 1 Provider, Statewide and by County Type

Medicaid Managed Care Program	Within Entire Service Area	in Metro Counties	in Micro Counties	in Rural Counties
All Programs	2135.8	1908.4	3845.1	1817.6
STAR	1942.8	1737.7	3806.2	1676.8
STAR Health	87.2	71.8	283.3	521.3
STAR Kids	87.2	71.8	283.3	521.3
STAR+PLUS	162.4	141.8	361	161.8
Bexar - all programs	878.8	936.5	381	122.8
Dallas - all programs	1086.4	1082.5	NA	1917.3
El Paso - all programs	1590.8	1684	NA	4.3
Harris - all programs	1179.1	1155.7	718.3	266.9
Hidalgo - all programs	1902	2207.8	2561.8	125.4
Jefferson - all programs	125.2	65.8	2836.8	340.3
Lubbock - all programs	2032.6	1830.7	NA	3284
MRSA Central - all programs	271	181.3	429.4	2218.9
MRSA Northeast - all programs	282.9	124.1	4222.3	792.6
MRSA West - all programs	418.5	229.9	806.9	767.6
Nueces - all programs	679.2	469.4	1215.1	3289.5
Tarrant - all programs	716.9	709.5	1628.7	NA
Travis - all programs	377.3	326.6	1967.5	655

Note: 'NA' applies to situations in which a particular county type is not present within the service area.

MCO Network Analysis

In response to S.B. 760, HHSC amended managed care contracts to include new minimum provider access standards for travel time and distance for specific provider types and three county designations. These county designations are based on population and density, and are based on a modification of county types used by Medicare.

- Medicare Large Metro and Metro were combined to form HHSC Metro;
- Medicare Micro was used to form HHSC Micro; and
- Medicare Rural and Counties with Extreme Access Considerations (CEAC) were combined to form HHSC Rural.

Distance and Travel Time Standards

HHSC requires MCO provider networks to comply with distance or travel time standards in accordance with managed care contract requirements (Table 1). Travel time and distance standards vary by provider and county type.

Monitoring and Reporting

In March 2017, HHSC implemented a new process for analyzing MCO and DMO provider network data, designed to improve the accuracy and consistency of provider network analysis across MCOs and DMOs. While the previous monitoring process relied solely on MCO-reported data, under the revised process, MAXIMUS (the HHSC enrollment broker) validates MCO and DMO provider data to ensure accuracy of certain critical elements of the provider directory. HHSC uses this data to determine proximity of providers in relation to member residences.

HHSC uses geomapping analysis to determine MCO and DMO compliance with network distance requirements. If an MCO or DMO does not meet the required compliance standards, HHSC determines whether a contract remedy is appropriate. An MCO or DMO may request a special exception when it does not meet the standards. HHSC may grant exceptions for specific areas that do not have providers available for contracting, or if the MCO is unable to contract with providers in the area and has demonstrated reasonable efforts to do so.

Results of Distance Analysis

Figure 1 below shows the percentage of members within the required distance of at least two PCPs for MCOs, and of at least two main dentists for DMOs. The data presented is from the third quarter of fiscal year 2020. Appendices D and E provide details of MCO compliance with distance standards for PCPs, main dentists, and specialty providers by program, provider type, and county. The appendices include data by MCO and by county for select provider types and populations.

For the third quarter of fiscal year 2020, the following compliance thresholds were applied for access to primary care physicians and specialists:

- PCPs – 90 percent of the members within the required distance of two PCPs with an open panel³⁵; and
- All other providers - 90 percent of members within the required distance of at least one of each provider type.

³⁵ Open panel refers to a provider accepting new patients.

Figure 1: Percent STAR Members within distance standards of two primary care providers SFY 2020 Quarter 3 (March 2020 data)

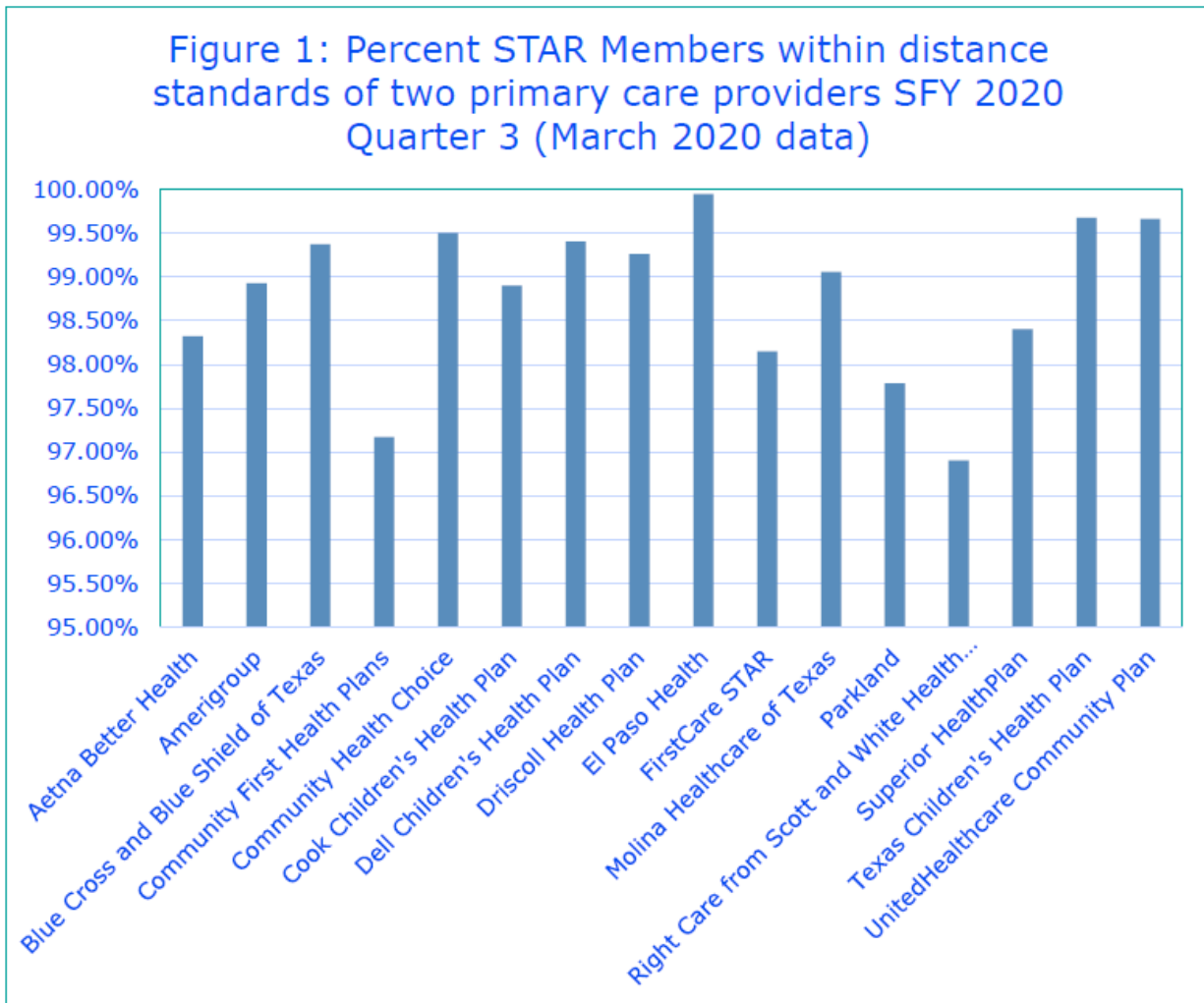


Figure 2: Percent STAR+PLUS Members within distance standards for two primary care providers SFY 2020 Quarter 3 (March 2020 data)

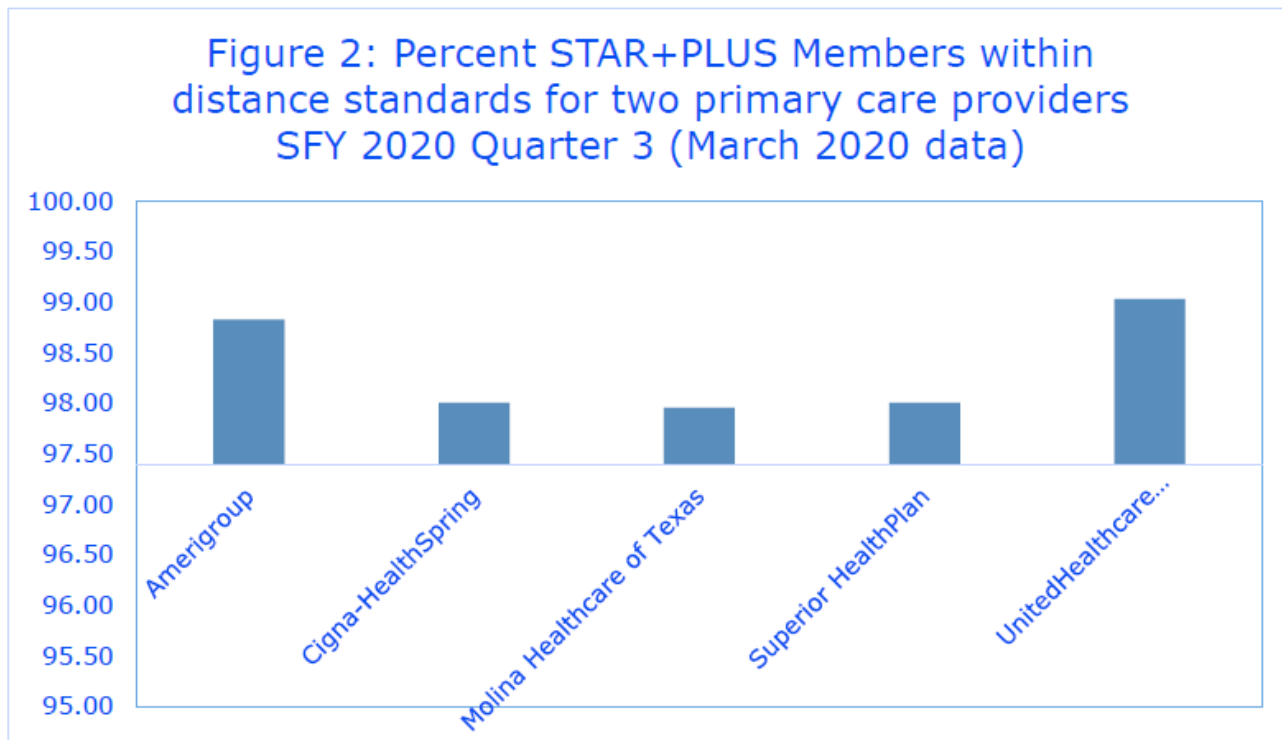


Figure 3: Percent STAR Health Members within distance standards of two primary care providers SFY 2020 Quarter 3 (March 2020 data)

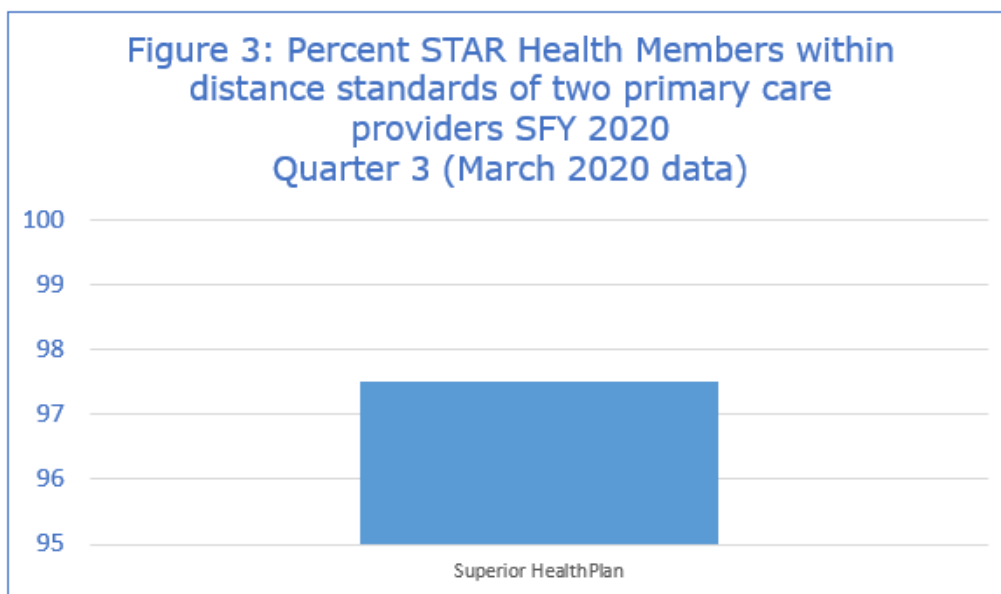
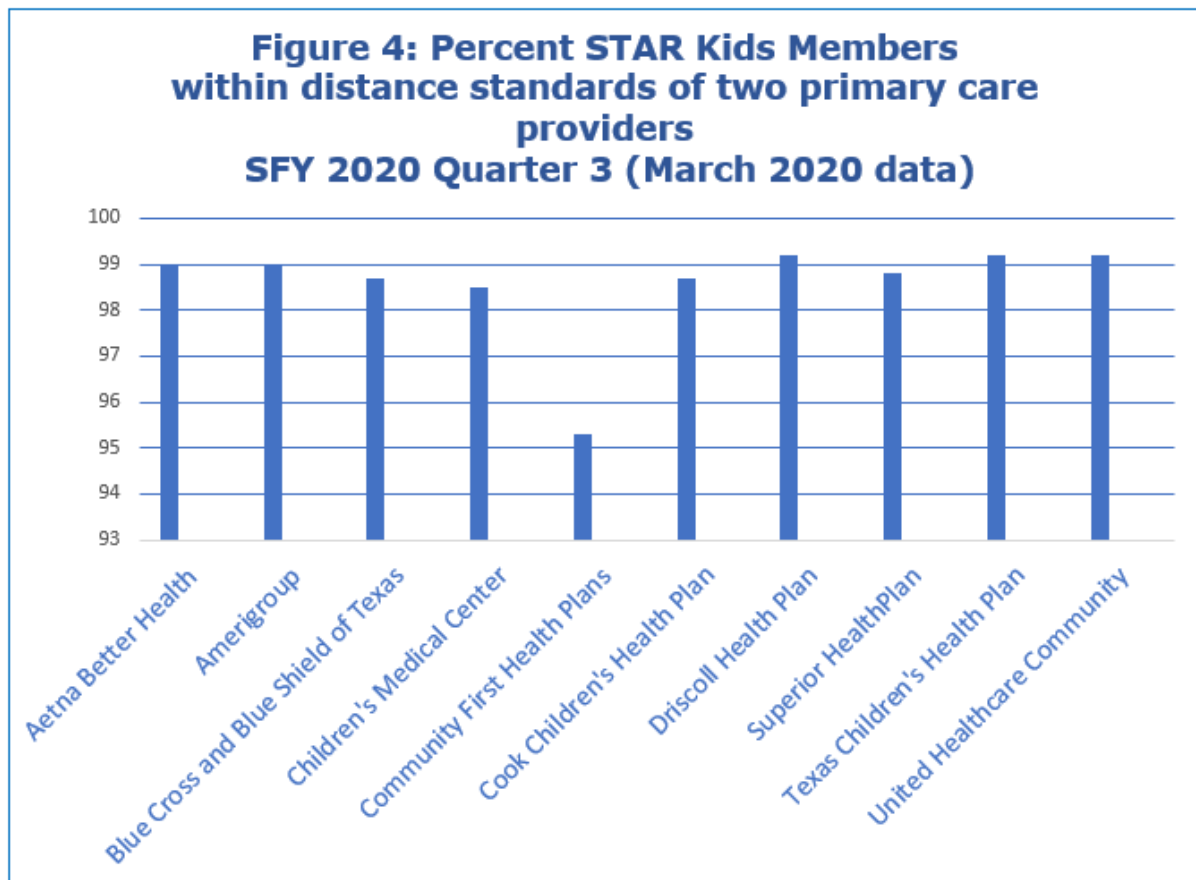
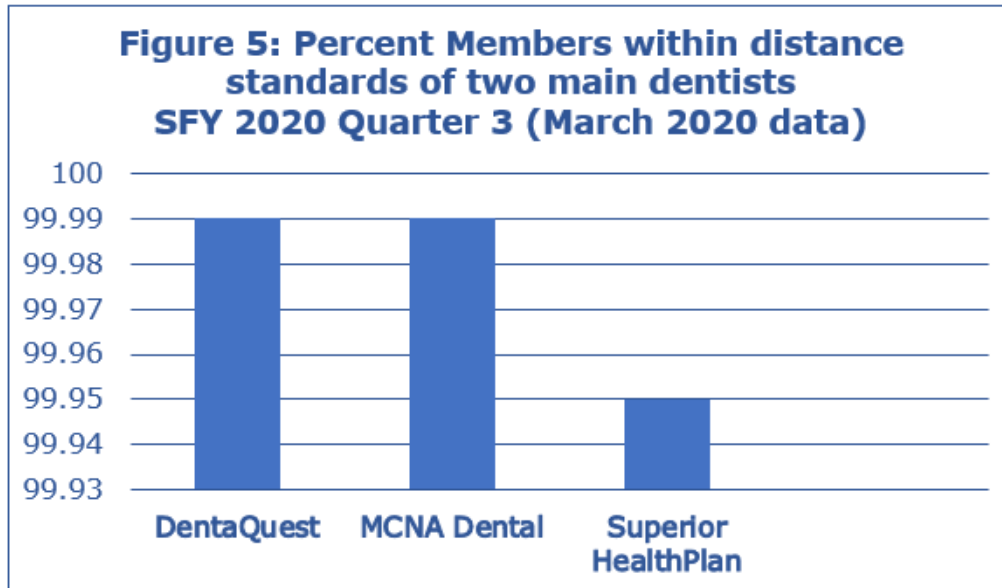


Figure 4: Percent STAR Kids Members within distance standards of two primary care providers SFY 2020 Quarter 3 (March 2020 data)³⁶



³⁶ Effective September 1, 2020, Children's Medical Center no longer participates in Texas Medicaid.

**Figure 5: Percent Members within distance standards of two main dentists
SFY 2020 Quarter 3 (March 2020 data)³⁷**



Appendix D provides the results of analysis for the percent of members within distance standards of two primary care providers or main dentists. Performance includes the following highlights:

- STAR: with the exception of rural counties in the El Paso and Hidalgo service areas, all MCOs met or exceeded 90 percent of members within the distance standard of two PCPs;
- STAR+PLUS: with the exception of rural counties in the Hidalgo service areas, and micro counties in the Nueces service area, all MCOs met or exceeded 90 percent of members within the distance standard of two PCPs;
- STAR Health: regardless of county type, more than 97 percent of STAR Health members are within the distance standard of two PCPs;
- STAR Kids: with the exception of micro counties in the Bexar service area, all MCOs met or exceeded 90 percent of members within the distance standard of two PCPs; and
- Dental: regardless of county type, more than 99 percent of members are within the distance standard of two main dentists.

³⁷ Dental services are carved-in to the STAR Health program, which is administered by Superior HealthPlan.

Appendix E depicts the percent of members within distance standards of at least one specialty care provider. MCOs are generally in compliance with distance standards for most specialists; however, HHSC noted consistent issues with compliance with distance standards for audiology, and mental health targeted case management, particularly in areas of West Texas, as indicated below:

- In STAR, MCOs are generally in compliance with distance standards for the majority of specialist provider types with some exceptions, including:
 - ▶ Audiologists -Six of 13 service areas show all MCOs in full compliance across all counties; however, there are multiple occurrences of non-compliance for MCOs in the other seven service areas: Hidalgo, Jefferson, Lubbock, MRSA Central, MRSA Northeast, MRSA West and Nueces service areas.
 - ▶ Mental Health Targeted Case Management -Three of 13 service areas show all MCOs in full compliance across all counties; however, there are multiple occurrences of non-compliance for MCOs in the other 10 service areas: Bexar, Harris, Hidalgo, Jefferson, Lubbock, MRSA Central, MRSA Northeast, MRSA West, Nueces, Tarrant and Travis service areas.

In STAR PLUS, MCOs are generally in compliance with distance standards for the majority of specialist provider types with some exceptions, including:

- ▶ Audiologists -Six of 13 service areas show all MCOs in full compliance across all counties; however, there are multiple occurrences of non-compliance for MCOs in the other seven service areas: Hidalgo, Jefferson, MRSA Central, MRSA Northeast, MRSA West, Nueces and Tarrant service areas.
- ▶ Mental Health Targeted Case Management -Three of 13 service areas show all MCOs in full compliance across all counties; however, there are multiple occurrences of non-compliance for MCOs in the other 10 service areas: Bexar, Harris, Hidalgo, Jefferson, MRSA Central, MRSA Northeast, MRSA West and Nueces, Tarrant and Travis service areas.

In STAR Kids, MCOs are generally in compliance with distance standards for the majority of specialist provider types with some exceptions, including:

- ▶ Audiologists -Seven of 13 service areas show all MCOs in full compliance across all counties; however, there are multiple occurrences of non-compliance for MCOs in the other six service areas: Hidalgo, Jefferson, MRSA Central, MRSA Northeast, MRSA West and Nueces service areas.
- ▶ Targeted Case Management -Three of 13 service areas show all MCOs in full compliance across all counties; however, there are multiple occurrences of non-compliance for MCOs in the other 10 service areas: Bexar, Harris, Hidalgo, Jefferson, MRSA Central, MRSA Northeast, MRSA West, Nueces, Tarrant and Travis service areas.
- In STAR Health, the MCO is generally in compliance with distance standards for the majority of specialist provider types with some exceptions, including:
 - ▶ Audiologists -Eight of 13 service areas show the MCO in full compliance across all counties; however, there are multiple occurrences of non-compliance in the other five service areas: Hidalgo, MRSA Central, MRSA Northeast, MRSA West and Nueces service areas.
 - ▶ Mental Health Targeted Case Management -Four of 13 service areas show the MCO in full compliance across all counties; however, there are multiple occurrences of non-compliance in the other nine service areas: Harris, Hidalgo, Jefferson, MRSA Central, MRSA Northeast, MRSA West Nueces, Tarrant and Travis service areas.

MCO compliance results for all specialty provider types are reported in Appendix E. Though compliance with network standards may vary from Medicaid program to program, the data show provider shortages to be more common for micro and rural counties, and for certain specialty types (audiology, mental health targeted case management, pharmacy, and dental specialties). The two primary reasons cited for these network challenges are: a lack of available specialty providers in rural areas (e.g., no OB/GYN or ophthalmologist in the county), and providers who are in the area are not interested in participating in Medicaid managed care.

Limitations

Network reports reflect point-in-time data. While provider enrollment data is generally consistent over extended periods of time, actual enrollment numbers are subject to day-to-day fluctuations; and member enrollment data can fluctuate monthly.

There are also limitations to the data collection and analysis process. For example, providers and members whose addresses cannot be verified and geocoded, either due to information that is outdated, or in some cases incorrectly recorded, are excluded from analysis. The distance analysis for PCPs and main dentists is based on providers with an open panel to accept new patients; however, the data for specialists does not capture whether a provider is accepting new patients or has capacity for existing patients. While the analysis has limitations, it reflects the extent to which MCOs are able to contract with providers in each county and is one the many tools HHSC uses to assess network adequacy.

4. Conclusion

Since the passage of S.B. 760, HHSC has made continuous efforts to enhance and improve MCO network adequacy requirements and processes for monitoring MCO compliance. HHSC adopted new travel time and distance standards for PCPs and specialty providers and updated processes for analyzing and monitoring MCO compliance with these standards. HHSC also enhanced requirements for provider directories and expedited credentialing. In 2018, HHSC adopted revised standards for LTSS and pharmacy providers; and in 2020 HHSC adopted revised network standards for outpatient chemical dependency treatment facilities, and outpatient opioid treatment programs. HHSC is currently working with stakeholders to develop additional options for monitoring network adequacy for community attendant care and anticipates adoption of new network adequacy standards in March 2021.

Additionally, HHSC is undertaking process improvement efforts to help streamline the Medicaid provider enrollment process. HHSC's provider portal redesign initiative includes the design, development, and implementation of a new online provider portal, Provider Management and Enrollment System, which will allow HHSC to manage and maintain enrollments for all Medicaid providers through a single online application.

HHSC uses a variety of tools to monitor and assess member access to care, including review of appointment wait times, analysis of out-of-network utilization and member complaints, and member satisfaction surveys. While none of these tools alone can effectively ensure provider network adequacy, combined they help HHSC monitor member access to care and identify areas for improvement.

HHSC is continually evaluating network adequacy standards and monitoring processes for Medicaid managed care programs, as part of an ongoing effort to ensure that members have access to a choice of quality health care providers and services. HHSC is working on a range of initiatives related to network adequacy, including:

- Streamlining the Medicaid provider enrollment process to reduce the enrollment cycle time for providers;
- Identifying process changes to improve the accuracy of MCO provider directories, including simplifying the process for providers to update their information in the Provider Information Management System;

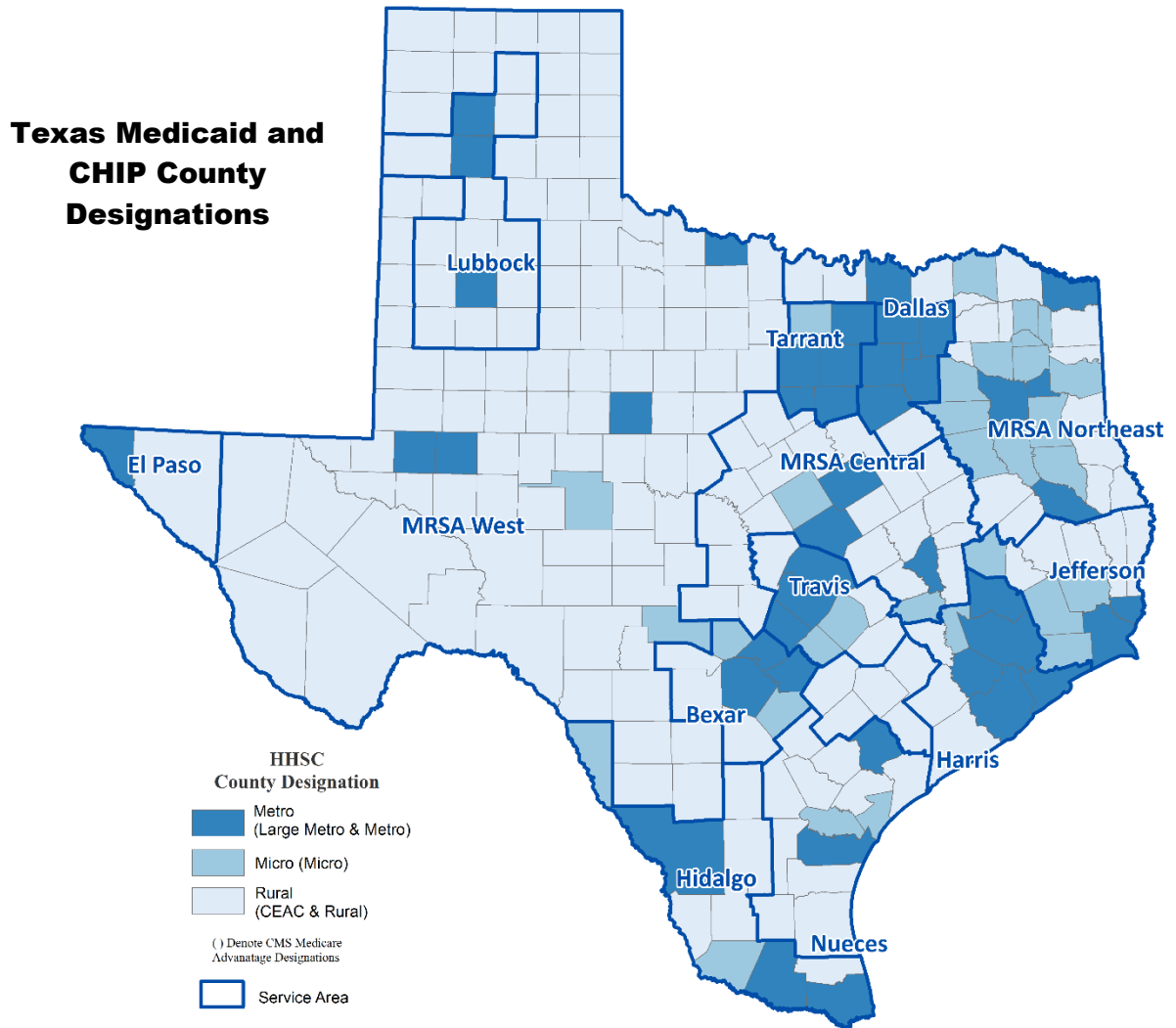
- Developing and maintaining internal provider network adequacy-related dashboards to track:
 - ▶ MCO provider enrollment data and open panel status;
 - ▶ Provider terminations;
 - ▶ MCO compliance with network adequacy distance requirements; and
 - ▶ Therapy provider data, as required by Rider 15 (House Bill 1, 86th Legislature, Regular Session, 2019).
- Expanding the use of telemedicine, telehealth, and telemonitoring services to improve access to care for members in rural and underserved areas; and
- Developing network adequacy measures for community attendant services.

These activities are part of a coordinated effort to develop a more efficient, comprehensive approach for ensuring network adequacy in MCO provider networks.

List of Acronyms

Acronym	Full Name
CADS	Center for Analytics and Decision Support
CAP	Corrective Action Plan
CEAC	Counties with Extreme Access Considerations
CHIP	Children’s Health Insurance Program
DMO	Dental Managed Care Organization
DSHS	Department of State Health Services
ENT	Ear, Nose, and Throat
EQRO	External Quality Review Organization
GIS	Geographic Information System
HHSC	Health and Human Services Commission
LTSS	Long-Term Services and Supports
MCO	Managed Care Organization
MRSA	Medicaid Rural Service Area
OB/GYN	Obstetrics/Gynecology
PCP	Primary Care Provider
S.B.	Senate Bill
SDA	Service Delivery Area
SFY	State Fiscal Year
SUD	Substance Use Disorder
TDI	Texas Department of Insurance
UMCC	Uniform Managed Care Contract

Appendix A. County Designations



HHSC County Type	Medicare Advantage County Type	Population	Density
Metro	Large Metro	$\geq 1,000,000$	$\geq 1,000/\text{mi}^2$
Metro	Large Metro	500,000 – 999,999	$\geq 1,500/\text{mi}^2$
Metro	Large Metro	Any	$\geq 5,000/\text{mi}^2$
Metro	Large Metro	$\geq 1,000,000$	10 – 999.9/ mi^2
Metro	Large Metro	500,000 – 999,999	10 – 1,499.9/ mi^2
Metro	Large Metro	200,000 – 499,999	10 – 4,999.9/ mi^2
Metro	Large Metro	50,000 – 199,999	100 – 4,999.9/ mi^2
Metro	Large Metro	10,000 – 49,999	1,000 – 4,999.9/ mi^2

HHSC County Type	Medicare Advantage County Type	Population	Density
Micro	Micro	50,000 – 199,999	10 – 99.9 /mi ²
Micro	Micro	10,000 – 49,999	50 – 999.9/mi ²
Rural	Rural	10,000 – 49,999	10 – 49.9/mi ²
Rural	Rural	<10,000	10 – 4,999.9/mi ²
Rural	CEAC	Any	<10mi ²

Notes

A county must meet both the population and density thresholds for inclusion in a given designation.

Data Source: CMS Medicare Advantage

Designation	Counties
Metro	Angelina, Bell, Bexar, Bowie, Brazoria, Brazos, Cameron, Collin, Comal, Dallas, Denton, Ector, El Paso, Ellis, Fort Bend, Galveston, Grayson, Gregg, Guadalupe, Harris, Hays, Hidalgo, Hood, Hunt, Jefferson, Johnson, Kaufman, Lubbock, McLennan, Midland, Montgomery, Nueces, Orange, Parker, Potter, Randall, Rockwall, Smith, Tarrant, Taylor, Travis, Victoria, Webb, Wichita, Williamson
Micro	Anderson, Aransas, Bastrop, Caldwell, Camp, Chambers, Cherokee, Coryell, Hardin, Harrison, Henderson, Kendall, Kerr, Lamar, Liberty, Maverick, Morris, Nacogdoches, Rusk, San Patricio, Starr, Titus, Tom Green, Upshur, Van Zandt, Walker, Waller, Washington, Wilson, Wise, Wood

Designation	Counties
Rural	Andrews, Archer, Armstrong, Atascosa, Austin, Bailey, Bandera, Baylor, Bee, Blanco, Borden, Bosque, Brewster, Briscoe, Brooks, Brown, Burleson, Burnet, Calhoun, Callahan, Carson, Cass, Castro, Childress, Clay, Cochran, Coke, Coleman, Collingsworth, Colorado, Comanche, Concho, Cooke, Cottle, Crane, Crockett, Crosby, Culberson, Dallam, Dawson, Deaf Smith, Delta, DeWitt, Dickens, Dimmit, Donley, Duval, Eastland, Edwards, Erath, Falls, Fannin, Fayette, Fisher, Floyd, Foard, Franklin, Freestone, Frio, Gaines, Garza, Gillespie, Glasscock, Goliad, Gonzales, Gray, Grimes, Hale, Hall, Hamilton, Hansford, Hardeman, Hartley, Haskell, Hemphill, Hill, Hockley, Hopkins, Houston, Howard, Hudspeth, Hutchinson, Irion, Jack, Jackson, Jasper, Jeff Davis, Jim Hogg, Jim Wells, Jones, Karnes, Kenedy, Kent, Kimble, King, Kinney, Kleberg, Knox, La Salle, Lamb, Lampasas, Lavaca, Lee, Leon, Limestone, Lipscomb, Live Oak, Llano, Loving, Lynn, Madison, Marion, Martin, Mason, Matagorda, McCulloch, McMullen, Medina, Menard, Milam, Mills, Mitchell, Montague, Moore, Motley, Navarro, Newton, Nolan, Ochiltree, Oldham, Palo Pinto, Panola, Parmer, Pecos, Polk, Presidio, Rains, Reagan, Real, Red River, Reeves, Refugio, Roberts, Robertson, Runnels, Sabine, San Augustine, San Jacinto, San Saba, Schleicher, Scurry, Shackelford, Shelby, Sherman, Somervell, Stephens, Sterling, Stonewall, Sutton, Swisher, Terrell, Terry, Throckmorton, Trinity, Tyler, Upton, Uvalde, Val Verde, Ward, Wharton, Wheeler, Wilbarger, Willacy, Winkler, Yoakum, Young, Zapata, Zavala

Notes

The County Designations in Appendix A are for purposes of assessing access to network providers (excluding pharmacies). The designations build upon CMS Medicare Advantage (MA) designations. The table above lists the population and density parameters applied to county type designations. A county must meet both thresholds for inclusion in a given designation. In order to facilitate monitoring, HHSC has combined the Large Metro and Metro MA categories into one category for Metro. The categories for Counties with Extreme Access Considerations (CEAC) and Rural counties have been combined to create the Rural category.

Appendix B. MCO Prior Authorization Reporting

Each of the tables in this Appendix present the average number of days between a request for authorization of a service, and the average number of days between the decision and receipt of the authorized service, reported by MCO, program, and type of service.

Data is self-reported by MCO for authorization requests received March - May 2020. Averages are rounded to nearest whole number. Average time for MCOs decisions can be impacted by incomplete authorization requests or delays in completing required evaluations to determine medical need. Negative numbers reflect services which were initiated prior to receipt of authorization request or MCO decision. MCOs are provided flexibility to determine if a service will require prior authorization. If an MCO does not require prior authorization, the table shows "not applicable."

Aetna: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	1	21
At-provider physical therapy	0	21
At-provider speech therapy	1	31
In-home attendant care	2	12
In-home nursing	1	7
In-home occupational therapy	1	20
In-home physical therapy	1	7
In-home speech therapy	1	22
Physician specialty care	0	10
STAR Kids		
At-provider occupational therapy	1	19
At-provider physical therapy	1	5
At-provider speech therapy	1	17
In-home attendant care	2	21
In-home nursing	3	6
In-home occupational therapy	1	19

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
In-home physical therapy	1	26
In-home speech therapy	1	18
Physician specialty care	1	8

Amerigroup: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
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STAR

At-provider occupational therapy	1	17
At-provider physical therapy	1	16
At-provider speech therapy	1	15
In-home attendant care	0	0
In-home nursing	0	20
In-home occupational therapy	1	9
In-home physical therapy	1	10
In-home speech therapy	1	10
Physician specialty care	0	48

STAR Kids

At-provider occupational therapy	1	17
At-provider physical therapy	1	19
At-provider speech therapy	1	20
In-home attendant care	0	0
In-home nursing	1	16
In-home occupational therapy	1	10
In-home physical therapy	1	13
In-home speech therapy	1	13
Physician specialty care	1	35

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR+PLUS		
At-provider occupational therapy	1	14
At-provider physical therapy	1	17
At-provider speech therapy	1	13
In-home attendant care	0	0
In-home nursing	1	14
In-home occupational therapy	1	14
In-home physical therapy	1	15
In-home speech therapy	1	0
Physician specialty care	0	27

Blue Cross and Blue Shield: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	0	4
At-provider physical therapy	1	5
At-provider speech therapy	0	4
In-home attendant care	NA	NA
In-home nursing	NA	NA
In-home occupational therapy	1	3
In-home physical therapy	1	4
In-home speech therapy	0	3
Physician specialty care	0	6

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR Kids		
At-provider occupational therapy	1	17
At-provider physical therapy	1	15
At-provider speech therapy	1	13
In-home attendant care	0	8
In-home nursing	0	6
In-home occupational therapy	2	11
In-home physical therapy	1	11
In-home speech therapy	0	11
Physician specialty care	1	19

Children's Medical Center: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR Kids		
At-provider occupational therapy	4	12
At-provider physical therapy	4	11
At-provider speech therapy	5	19
In-home attendant care	NA	NA
In-home nursing	4	9
In-home occupational therapy	4	21
In-home physical therapy	4	12
In-home speech therapy	5	26
Physician specialty care	3	26

Cigna-HealthSpring: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR+PLUS		
At-provider occupational therapy	2	5
At-provider physical therapy	2	4
At-provider speech therapy	2	10
In-home attendant care	1	5
In-home nursing	2	<0
In-home occupational therapy	2	2
In-home physical therapy	2	2
In-home speech therapy	NA	NA
Physician specialty care	NA	NA

Community First Health Plans: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	1	26
At-provider physical therapy	1	16
At-provider speech therapy	11	41
In-home attendant care	NA	NA
In-home nursing	2	11
In-home occupational therapy	1	39
In-home physical therapy	1	30
In-home speech therapy	2	45
Physician specialty care	NA	NA

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR Kids		
At-provider occupational therapy	1	28
At-provider physical therapy	1	25
At-provider speech therapy	2	26
In-home attendant care	0	32
In-home nursing	1	26
In-home occupational therapy	1	27
In-home physical therapy	1	26
In-home speech therapy	2	17
Physician specialty care	NA	NA

Community Health Choice: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider rehabilitation*	2	14
At-provider speech therapy	2	15
In-home attendant care	NA	NA
In-home nursing	3	8
In-home rehabilitation*	2	9
In-home speech therapy	2	9
Physician specialty care	2	6

*Includes both occupational & physical therapy as CHC's reporting system does not differentiate between occupational and physical therapy.

Cook Children's Health Plan: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	2	15
At-provider physical therapy	1	14
At-provider speech therapy	2	14
In-home attendant care	NA	NA
In-home nursing	1	11
In-home occupational therapy	2	13
In-home physical therapy	3	14
In-home speech therapy	2	12
Physician specialty care	2	19
STAR Kids		
At-provider occupational therapy	2	17
At-provider physical therapy	2	21
At-provider speech therapy	2	17
In-home attendant care	2	29
In-home nursing	2	14
In-home occupational therapy	2	14
In-home physical therapy	2	17
In-home speech therapy	2	13
Physician specialty care	2	16

Dell Children's Health Plan: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	1	17
At-provider physical therapy	1	16
At-provider speech therapy	1	15
In-home attendant care	0	0
In-home nursing	0	20
In-home occupational therapy	1	9
In-home physical therapy	1	10
In-home speech therapy	1	10
Physician specialty care	0	48

Driscoll Health Plan: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	3	14
At-provider physical therapy	1	11
At-provider speech therapy	3	16
In-home attendant care	0	5
In-home nursing	1	6
In-home occupational therapy	3	17
In-home physical therapy	1	17
In-home speech therapy	3	17
Physician specialty care	1	20
STAR Kids		
At-provider occupational therapy	2	20
At-provider physical therapy	1	20
At-provider speech therapy	3	20
In-home attendant care	0	26
In-home nursing	0	9
In-home occupational therapy	2	25
In-home physical therapy	2	24
In-home speech therapy	4	22
Physician specialty care	1	24

El Paso Health: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	2	35
At-provider physical therapy	2	22
At-provider speech therapy	2	32
In-home attendant care	0	0
In-home nursing	2	10
In-home occupational therapy	2	37
In-home physical therapy	2	39
In-home speech therapy	2	38
Physician specialty care	1	44

FirstCare: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	1	15
At-provider physical therapy	1	15
At-provider speech therapy	1	15
In-home attendant care	NA	NA
In-home nursing	1	15
In-home occupational therapy	1	15
In-home physical therapy	1	16
In-home speech therapy	1	15
Physician specialty care	1	15

Molina Health Care: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	2	21
At-provider physical therapy	2	13
At-provider speech therapy	2	2
In-home attendant care	0	0
In-home nursing	3	7
In-home occupational therapy	3	21
In-home physical therapy	2	22
In-home speech therapy	2	19
Physician specialty care	2	7
STAR+PLUS		
At-provider occupational therapy	3	24
At-provider physical therapy	2	18
At-provider speech therapy	4	1
In-home attendant care	0	14
In-home nursing	2	10
In-home occupational therapy	3	7
In-home physical therapy	3	6
In-home speech therapy	3	6
Physician specialty care	3	19

Parkland: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	1	53
At-provider physical therapy	2	6
At-provider speech therapy	1	28
In-home attendant care	NA	NA
In-home nursing	1	5
In-home occupational therapy	1	16
In-home physical therapy	1	15
In-home speech therapy	1	22
Physician specialty care	1	16

Right Care from Scott and White: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	1	15
At-provider physical therapy	1	15
At-provider speech therapy	1	15
In-home attendant care	NA	NA
In-home nursing	1	15
In-home occupational therapy	1	15
In-home physical therapy	1	13
In-home speech therapy	1	14
Physician specialty care	1	15

Superior: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	3	17
At-provider physical therapy	3	13
At-provider speech therapy	2	17
In-home attendant care	NA	NA
In-home nursing	2	9
In-home occupational therapy	2	17
In-home physical therapy	2	14
In-home speech therapy	2	17
Physician specialty care	2	12
STAR Health		
At-provider occupational therapy	3	16
At-provider physical therapy	2	16
At-provider speech therapy	3	16
In-home attendant care	15	14
In-home nursing	4	17
In-home occupational therapy	1	18
In-home physical therapy	1	14
In-home speech therapy	1	19
Physician specialty care	2	16

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR Kids		
At-provider occupational therapy	3	18
At-provider physical therapy	2	17
At-provider speech therapy	2	17
In-home attendant care	13	10
In-home nursing	2	26
In-home occupational therapy	2	18
In-home physical therapy	2	18
In-home speech therapy	2	19
Physician specialty care	2	14
STAR+PLUS		
At-provider occupational therapy	2	11
At-provider physical therapy	2	13
At-provider speech therapy	2	16
In-home attendant care	10	10
In-home nursing	3	7
In-home occupational therapy	1	11
In-home physical therapy	1	9
In-home speech therapy	2	20
Physician specialty care	2	18

Texas Children's: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	3	11
At-provider physical therapy	3	10
At-provider speech therapy	3	12
In-home attendant care	2	0
In-home nursing	2	4
In-home occupational therapy	3	4
In-home physical therapy	2	2
In-home speech therapy	3	9
Physician specialty care	4	3
STAR Kids		
At-provider occupational therapy	3	12
At-provider physical therapy	3	12
At-provider speech therapy	3	12
In-home attendant care	2	3
In-home nursing	2	4
In-home occupational therapy	3	23
In-home physical therapy	3	9
In-home speech therapy	3	8
Physician specialty care	3	17

United HealthCare: Average days between request and authorization and decision and receipt of services

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR		
At-provider occupational therapy	NA	NA
At-provider physical therapy	NA	NA
At-provider speech therapy	NA	NA
In-home attendant care	1	NA**
In-home nursing	0	5
In-home occupational therapy	1	4
In-home physical therapy	NA	NA
In-home speech therapy	1	14
Physician specialty care	NA	NA
STAR Kids		
At-provider occupational therapy	NA	NA
At-provider physical therapy	NA	NA
At-provider speech therapy	NA	NA
In-home attendant care	0	14
In-home nursing	3	4
In-home occupational therapy	0	16
In-home physical therapy	NA	NA
In-home speech therapy	0	15
Physician specialty care	NA	NA

Program and Type of Service	Authorization Request to MCO Decision	MCO Decision to Service Initiation
STAR+PLUS		
At-provider occupational therapy	NA	NA
At-provider physical therapy	NA	NA
At-provider speech therapy	NA	NA
In-home attendant care	1	4
In-home nursing	0	12
In-home occupational therapy	1	1
In-home physical therapy	NA	NA
In-home speech therapy	0	3
Physician specialty care	NA	NA

**No corresponding claims for this authorization.

Appendix C. Provider Ratios

Each of the tables in this Appendix presents results of analysis of the ratio of members to one provider. Results are reported for each MCO by service area, program, and provider type. Lower numbers indicate a better ratio.

Unless an exception is noted data below is derived from member and provider counts used for the third quarter of fiscal year 2020 MCO network provider analysis.

A number of ratios are noted as not applicable (NA) because a ratio cannot be calculated. Ratios can be NA for the following reasons:

The service area does not have the type of county (e.g. none of the counties in the Dallas Service Area meet the criteria for a micro county). These are represented as NA¹.

1. There are members, but no providers. These are represented as NA².
2. There are providers, but no members. These are represented as NA³.
3. There are no members, and no providers. These are represented as NA⁴.

Aetna: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Bexar				
STAR				
Cardiovascular Disease	168.3	161.0	161.0	NA ²
ENT	413.4	415.5	107.3	NA ²
General Surgeon	147.4	141.8	161	275.7
OB/GYN	16	15.3	12.1	222
Ophthalmologist	264.1	251.6	NA ²	827
Orthopedist	240.7	235.1	322	413.5
Pediatric Sub-specialty	40.7	38.3	274	718
Primary Care Provider	48.9	51.2	20.1	34.5
Psychiatrist	171.3	163.9	161	NA ²
Urologist	404.6	397	322	827
Tarrant				
STAR				
Cardiovascular Disease	364	364.9	309	NA ³
ENT	1091.9	1103.8	618	NA ⁴
General Surgeon	285.2	288.6	154.5	NA ³
OB/GYN	24.9	24.7	48.7	NA ³
Ophthalmologist	829	817.6	NA ²	NA ³
Orthopedist	452.2	450.5	618	NA ⁴
Pediatric Sub-specialty	89	88	512	NA ⁴
Primary Care Provider	53.3	53.3	56.2	NA ³
Psychiatrist	407	401.4	NA ²	NA ⁴
Urologist	877.8	865.7	NA ²	NA ³
STAR Kids				
Cardiovascular Disease	25.8	25.9	17	NA ³
ENT	63.6	66.2	11.3	NA ⁴

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
General Surgeon	19.3	19.5	8.5	NA ³
OB/GYN	1.6	1.6	1.2	NA ³
Ophthalmologist	48.5	48.1	NA ²	NA ³
Orthopedist	31.8	32	17	NA ⁴
Pediatric Sub-specialty	5.2	5.2	24	NA ⁴
Primary Care Provider	3.7	3.8	1.5	NA ³
Psychiatrist	23.1	23.2	17	NA ⁴
Urologist	57.4	57.7	34	NA ³

Amerigroup: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Bexar				
STAR				
Cardiovascular Disease	57.4	55.3	30.8	214.5
ENT (otolaryngology)	217.9	219.8	51.3	NA ²
General Surgeon	61.1	57.8	154	143
OB/GYN	10.1	9.7	10.7	32.7
Ophthalmologist	103.6	97.7	NA ²	107.2
Orthopedist	98.8	93.1	154	107.2
Pediatrician	42.4	39.7	136	NA ²
Primary Care Provider	14.3	15.3	3.6	10.2
Psychiatrist	50.3	73.3	12.8	6.3
Urologist	212.4	202.9	154	NA ²
STAR+PLUS				
Cardiovascular Disease	26.5	25.9	9.8	79.5
ENT (otolaryngology)	100.4	103	16.3	NA ²
General Surgeon	28.2	27.1	49	53
OB/GYN	10.7	10.5	6.7	26.3

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Ophthalmologist	47.8	45.8	NA ²	39.8
Orthopedist	45.5	43.6	49	39.8
Primary Care Provider	7.7	8.5	1.2	3.8
Psychiatrist	23.2	34.3	4.1	2.3
Urologist	97.9	95.1	49	NA ²

Dallas

STAR				
Cardiovascular Disease	995.7	979.4	NA ¹	3967
ENT (otolaryngology)	2760.8	2700.7	NA ¹	NA ²
General Surgeon	782	781.8	NA ¹	793.4
OB/GYN	84	82.6	NA ¹	384.5
Ophthalmologist	1898.1	1856.7	NA ¹	NA ²
Orthopedist	1231.2	1212.6	NA ¹	3967
Pediatrician	377.7	369.5	NA ¹	NA ²
Primary Care Provider	116.4	117.9	NA ¹	73.5
Psychiatrist	650.8	636.6	NA ¹	NA ²
Urologist	2496.1	2475.7	NA ¹	3967

STAR Kids

Cardiovascular Disease	67.5	66.4	NA ¹	246
ENT (otolaryngology)	181.7	177.9	NA ¹	NA ²
General Surgeon	57	57.2	NA ¹	49.2
OB/GYN	5.6	5.5	NA ¹	27
Ophthalmologist	129.8	127	NA ¹	NA ²
Orthopedist	82	81.4	NA ¹	123
Pediatrician	22.7	22.2	NA ¹	NA ²
Primary Care Provider	8.1	8.2	NA ¹	4.2
Psychiatrist	41.6	40.9	NA ¹	246
Urologist	159.6	158.4	NA ¹	246

El Paso

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
STAR Kids				
Cardiovascular Disease	32.1	32.1	NA ¹	NA ²
ENT (otolaryngology)	93.9	93.8	NA ¹	NA ²
General Surgeon	33.9	33.9	NA ¹	NA ²
OB/GYN	3.7	3.7	NA ¹	NA ⁴
Ophthalmologist	46.9	46.9	NA ¹	NA ²
Orthopedist	24.9	24.9	NA ¹	NA ²
Pediatrician	22.6	22.6	NA ¹	NA ⁴
Primary Care Provider	4.4	4.5	NA ¹	0.1
Psychiatrist	25.4	25.4	NA ¹	NA ²
Urologist	110.9	110.8	NA ¹	NA ²
STAR+PLUS				
Cardiovascular Disease	105	104.9	NA ¹	NA ²
ENT (otolaryngology)	292.5	292.4	NA ¹	NA ²
General Surgeon	110.7	110.6	NA ¹	NA ²
OB/GYN	33.3	33.2	NA ¹	NA ²
Ophthalmologist	136.5	136.4	NA ¹	NA ²
Orthopedist	81.9	81.9	NA ¹	NA ²
Primary Care Provider	16.1	16.1	NA ¹	NA ²
Psychiatrist	85.3	85.3	NA ¹	NA ²
Urologist	372.3	372.1	NA ¹	NA ²
Harris				
STAR				
Cardiovascular Disease	291.5	293.4	214	203.1
ENT (otolaryngology)	950.2	939	NA ²	1422
General Surgeon	390.7	403.9	71.3	284.4
OB/GYN	33.9	33.6	NA ²	41.1
Ophthalmologist	370	370	142.7	109.4
Orthopedist	396.7	393.3	142.7	1422

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Pediatrician	342.3	334	380	NA ²
Primary Care Provider	42.8	43.7	12.2	26.8
Psychiatrist	265.4	259	428	NA
Urologist	1115.5	1088.7	NA ²	NA ²
STAR Kids				
Cardiovascular Disease	25.2	25.5	13.5	12.7
ENT (otolaryngology)	82.2	81.7	NA ²	89
General Surgeon	33.1	34.6	4.5	14.8
OB/GYN	2.5	2.5	NA ²	2.4
Ophthalmologist	31.1	31.2	9	5.9
Orthopedist	33.6	33.7	9	44.5
Pediatrician	32.7	32.1	21	NA ²
Primary Care Provider	4	4.1	1	1.5
Psychiatrist	22.6	22.2	27	89
Urologist	92.7	92.4	27	NA ²
STAR+PLUS				
Cardiovascular Disease	63	63.8	45.5	29.6
ENT (otolaryngology)	208.6	207.5	NA ²	207
General Surgeon	85.1	88.6	15.2	41.4
OB/GYN	15.1	15	NA ²	13.7
Ophthalmologist	80.2	80.7	30.3	15.9
Orthopedist	86	85.8	30.3	207
Primary Care Provider	9.9	10.2	2.7	4.1
Psychiatrist	57.7	56.7	91.00	NA ²
Urologist	241.9	237.6	NA ²	NA ²
Jefferson				
STAR				
Cardiovascular Disease	24.5	11.3	970.5	NA
ENT (otolaryngology)	76.5	34.9	NA ²	NA ²

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
General Surgeon	31.5	15	485.2	345.5
OB/GYN	2.8	1.2	NA ²	148
Ophthalmologist	29.7	13.6	970.5	115.2
Orthopedist	34.6	16.1	647	NA ²
Pediatrician	27.5	12.7	1708	1194
Primary Care Provider	3.8	1.8	53.9	55.3
Psychiatrist	19.3	8.8	970.5	NA ²
Urologist	91.3	41.7	NA ²	NA ²
STAR+PLUS				
Cardiovascular Disease	8.8	4.7	248	NA ²
ENT (otolaryngology)	28.1	14.9	NA ²	NA ²
General Surgeon	11.3	6.3	124	135.5
OB/GYN	2.3	1.2	NA ²	140.5
Ophthalmologist	10.9	5.8	248	45.2
Orthopedist	12.5	6.8	165.3	NA ²
Primary Care Provider	1.5	.8	13.8	21.7
Psychiatrist	7	3.7	248	NA ²
Urologist	33.1	17.6	NA ²	NA ²
Lubbock				
STAR				
Cardiovascular Disease	167.9	131.6	NA ¹	NA ²
ENT (otolaryngology)	732.8	574.2	NA ¹	NA ²
General Surgeon	146.6	123.8	NA ¹	436.2
OB/GYN	31.5	25.9	NA ¹	120.7
Ophthalmologist	237.1	191.4	NA ¹	1745
Orthopedist	212.1	180.5	NA ¹	581.7
Pediatrician	139.4	111.4	NA ¹	1542
Primary Care Provider	20.2	18.9	NA ¹	26.4
Psychiatrist	310	263.2	NA ¹	872.5

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Urologist	503.8	421.1	NA ¹	1745
STAR Kids				
Cardiovascular Disease	27.3	22.5	NA ¹	257
ENT (otolaryngology)	121.6	98.2	NA ¹	NA ²
General Surgeon	23.5	21.2	NA ¹	42.8
OB/GYN	4.9	4.4	NA ¹	9
Ophthalmologist	39.3	32.7	NA ¹	257
Orthopedist	34.3	30.9	NA ¹	64.2
Pediatrician	25.2	20.4	NA ¹	NA ²
Primary Care Provider	2.9	3.3	NA ¹	2
Psychiatrist	51.4	45	NA ¹	128.5
Urologist	83.6	72	NA ¹	257
STAR+PLUS				
Cardiovascular Disease	40.7	32.4	NA ¹	NA ²
ENT (otolaryngology)	177.7	141.2	NA ¹	NA ²
General Surgeon	35.6	30.5	NA ¹	100.5
OB/GYN	19.8	16.4	NA ¹	73
Ophthalmologist	57.5	47.1	NA ¹	402
Orthopedist	51.5	44.4	NA ¹	134
Primary Care Provider	5.1	4.8	NA ¹	6.5
Psychiatrist	75.2	64.7	NA ¹	201
Urologist	122.2	103.5	NA ¹	402
MRSA Central				
STAR				
Cardiovascular Disease	89.8	48.5	154	403.90
ENT (otolaryngology)	451.7	269.5	192.5	2558.3
General Surgeon	107	64.1	77	348.9
OB/GYN	14.4	7.4	58	90.1
Ophthalmologist	141.4	74.4	256.7	697.7

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Orthopedist	99.2	51.4	128.3	1096.4
Pediatrician	106	51.3	678	NA ²
Primary Care Provider	9.7	6.4	5.3	23.4
Psychiatrist	74.3	37.9	59.2	1535
Urologist	285.3	150.3	770	1918.8
MRSA Northeast				
STAR				
Cardiovascular Disease	499.1	252.7	1529.4	9527
ENT (otolaryngology)	1218.8	638.9	3313.7	9527
General Surgeon	447.9	255.6	946.8	1190.9
OB/GYN	54.6	26.3	216.6	251
Ophthalmologist	806.3	469.4	2209.1	1361
Orthopedist	540.3	267.4	2209.1	4763.5
Pediatrician	387.7	179.9	3545.4	8488
Primary Care Provider	35.1	22.6	63.1	50.9
Psychiatrist	409.4	187	3976.4	NA ²
Urologist	1069.6	547.6	3976.4	4763.5
MRSA West				
STAR				
Cardiovascular Disease	209.4	113	140.5	1118.2
ENT (otolaryngology)	673.5	350.4	421.4	4100
General Surgeon	187.4	106.2	162.1	512.5
OB/GYN	34.3	18.8	24.3	138.9
Ophthalmologist	311.5	152.3	301	1757.1
Orthopedist	251.7	140.1	234.1	768.8
Pediatrician	337.4	153.8	935	3611
Primary Care Provider	15.5	12	13.7	20.9
Psychiatrist	167.2	154.6	131.7	146.4
Urologist	566.3	318.5	351.2	2460

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
STAR Kids				
Cardiovascular Disease	31.9	23.5	15.1	87.8
ENT (otolaryngology)	92.4	62.6	45.2	285.2
General Surgeon	23.3	19	15.1	34.6
OB/GYN	4.1	2.9	2.2	10
Ophthalmologist	47	31.3	28.2	114.1
Orthopedist	34.8	28	18.8	63.4
Pediatrician	83.6	49	94	471
Primary Care Provider	2.4	3.1	1.5	2.1
Psychiatrist	20	23.1	15.1	14.3
Urologist	78.9	65.7	32.3	163
STAR+PLUS				
Cardiovascular Disease	35.1	21.1	19.7	174.8
ENT (otolaryngology)	113	65.5	59	641
General Surgeon	31.9	19.8	24.6	83.6
OB/GYN	14.2	9	6.9	52.9
Ophthalmologist	54.3	29.8	42.1	274.7
Orthopedist	42.7	26.2	36.9	120.2
Primary Care Provider	3.1	3	1.9	3.6
Psychiatrist	28.1	28.9	18.4	22.9
Urologist	99.6	59.5	59	480.8
Tarrant				
STAR				
Cardiovascular Disease	541.5	540.3	656.5	NA ³
ENT (otolaryngology)	1532.9	1512.7	NA ²	NA ⁴
General Surgeon	435.1	435.1	437.7	NA ³
OB/GYN	51.7	51.7	56.4	NA ³
Ophthalmologist	1048.9	1035	NA ²	NA ³
Orthopedist	687.2	678.1	NA ²	NA ³

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Pediatrician	201.2	199.4	581.5	NA ⁴
Primary Care Provider	64.3	64.4	57.1	NA ³
Psychiatrist	381.8	378.2	1313	NA ⁴
Urologist	1403.4	1384.9	NA ²	NA ⁴
STAR+PLUS				
Cardiovascular Disease	74.3	73.9	104.5	NA ³
ENT (otolaryngology)	211.4	208.2	NA ²	NA ⁴
General Surgeon	59.7	59.6	69.7	NA ³
OB/GYN	16.3	16.2	23.6	NA ³
Ophthalmologist	143.1	140.9	NA ²	NA ³
Orthopedist	94.8	93.3	NA ²	NA ³
Primary Care Provider	9.3	9.3	10	NA ³
Psychiatrist	52.9	52.2	209	NA ⁴
Urologist	193.5	190.6	NA ³	NA ⁴
Travis				
STAR+PLUS				
Cardiovascular Disease	43.5	38.9	NA ²	29.2
ENT (otolaryngology)	291.9	249.9	NA ²	NA ²
General Surgeon	44.9	41.2	147	36.5
OB/GYN	13.4	11.5	217	17.5
Ophthalmologist	53.1	47.9	220.5	24.3
Orthopedist	42.6	36.4	NA ²	NA ²
Primary Care Provider	9.2	8.9	23.2	4.2
Psychiatrist	26.9	23.6	110.2	146
Urologist	110.4	97.2	NA ²	146

Blue Cross and Blue Shield: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
MRSA Central				
STAR Kids				
Cardiovascular Disease	47.7	39.9	74	74.2
ENT (otolaryngology)	77.5	62.6	148	222.7
General Surgeon	22.1	18.1	32.9	47.7
OB/GYN	2.8	2.1	24	9.7
Ophthalmologist	39.6	34.5	98.7	39.3
Orthopedist	23.7	19	59.2	83.5
Pediatrician	10.1	7.6	NA ²	548
Primary Care Provider	3.1	2.9	3.9	3.4
Psychiatrist	3720	2756	NA ²	NA ²
Urologist	48.9	39.9	74	167
Travis				
STAR				
Cardiovascular Disease	386.4	351.9	3051	179.7
ENT (otolaryngology)	2042.4	1734.6	NA ²	NA ²
General Surgeon	307.5	276	610.2	629
OB/GYN	31	26.5	680	94
Ophthalmologist	397.1	373.6	1017	139.8
Orthopedist	307.5	276	1017	629
Pediatrician	105.4	89.3	NA ²	NA ²
Primary Care Provider	63.4	69.2	66.3	21
Psychiatrist	9531	8094.7	NA ²	NA ²
Urologist	714.8	639.1	3051	1258
STAR Kids				
Cardiovascular Disease	42.4	41.9	75	13
ENT (otolaryngology)	69	65.8	150	39
General Surgeon	19.7	19	33.3	8.4

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
OB/GYN	2.5	2.3	19.3	1.8
Ophthalmologist	35.2	36.2	100	6.9
Orthopedist	21.1	20	60	14.6
Pediatrician	8.6	7.6	NA ²	95
Primary Care Provider	2.8	3.1	4	0.6
Psychiatrist	3311	2894	NA ²	NA ²
Urologist	43.6	41.9	75	29.2

Children's Medical Center: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Dallas				
STAR Kids				
Cardiovascular Disease	91.3	91.3	NA ¹	84
ENT (otolaryngology)	226.8	224.2	NA ¹	NA ²
General Surgeon	68.7	69.1	NA ¹	42
OB/GYN	9.9	9.9	NA ¹	6
Ophthalmologist	131.3	132.1	NA ¹	84
Orthopedist	102.5	101.4	NA ¹	NA ²
Pediatrician	10.7	10.6	NA ¹	35.5
Primary Care Provider	8	8.1	NA ¹	4
Psychiatrist	48	47.4	NA ¹	NA ²
Urologist	207.9	205.5	NA ¹	NA ²

Cigna-HealthSpring: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Hidalgo				
STAR+PLUS				
Cardiovascular Disease	101.1	98.6	109.5	NA ²
ENT (otolaryngology)	149.6	143.8	219	NA ²
General Surgeon	68	69	54.8	71
OB/GYN	38	36.6	54	NA ²
Ophthalmologist	79.6	75	219	NA ²
Orthopedist	149.6	143.8	109.5	NA ²
Primary Care Provider	8.5	8.5	7.1	10.1
Psychiatrist	129	127.8	219	71
Urologist	207.8	202.9	219	NA ²
MRSA Northeast				
STAR+PLUS				
Cardiovascular Disease	83.2	40.6	195.1	1497
ENT (otolaryngology)	279.5	178.1	390.2	748.5
General Surgeon	86.9	48.6	156.1	213.9
OB/GYN	39.7	21.6	72.1	87
Ophthalmologist	126.2	65.4	312.2	299.4
Orthopedist	120.4	66.8	223	499
Primary Care Provider	12.9	10	15.7	14.1
Psychiatrist	186.3	89.1	624.4	1497
Urologist	244.5	160.3	346.9	499
Tarrant				
STAR+PLUS				
Cardiovascular Disease	70.4	70.5	68.5	NA ³
ENT (otolaryngology)	332.1	347.1	137	NA ⁴
General Surgeon	48.4	49.6	27.4	NA ³
OB/GYN	55.7	55.4	70	NA ³

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Ophthalmologist	87.7	92.1	34.2	NA ⁴
Orthopedist	110.7	110	137	NA ³
Primary Care Provider	11.7	12.1	6	NA ³
Psychiatrist	68.4	67.3	137	NA ⁴
Urologist	387.4	410.2	137	NA ⁴

Community First Health Plans: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Bexar				
STAR				
Cardiovascular Disease	1549.6	1476.5	592	1436
ENT (otolaryngology)	4244.6	4359.1	888	NA ²
General Surgeon	1251.6	1173.6	NA ²	2154
OB/GYN	169.7	161.6	181	NA ²
Ophthalmologist	1394.6	1326.7	NA ²	4308
Orthopedist	1525.4	1430.3	NA ²	NA ²
Pediatrician	571.4	535.9	NA ²	NA ²
Primary Care Provider	343.8	349.4	296	253.4
Psychiatrist	723.1	824.7	1776	100.2
Urologist	4881.2	4577.1	NA ²	NA ²
STAR Kids				
Cardiovascular Disease	158.7	151.2	NA ²	NA ²
ENT (otolaryngology)	325	342.1	48	NA ²
General Surgeon	106.6	101.6	NA ²	NA ²
OB/GYN	14.7	14.2	19	NA ²
Ophthalmologist	105	100	NA ²	NA ²
Orthopedist	145.2	138.3	NA ²	NA ²
Pediatrician	37.8	36.3	73	NA ²

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Primary Care Provider	40.4	39.9	32	57
Psychiatrist	53.3	62.5	96	5.4
Urologist	682.4	650	NA ²	NA ²

Community Health Choice: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Harris				
STAR				
Cardiovascular Disease	525.5	516.6	279	687.6
ENT (otolaryngology)	1402.6	1390.6	NA ²	1719
General Surgeon	652.8	659.2	139.5	312.5
OB/GYN	51.2	50.5	40.2	56.3
Ophthalmologist	754.9	738.3	1116	191
Orthopedist	823.8	818.7	186	1146
Pediatrician	94.7	93.3	57.6	385.4
Primary Care Provider	86.8	87.6	23.7	71.6
Psychiatrist	608.8	597.2	558	687.6
Urologist	1789.6	1750.3	1116	3438

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Jefferson				
STAR				
Cardiovascular Disease	47.5	24.7	1339.5	1243
ENT (otolaryngology)	124.3	64.5	NA ²	3729
General Surgeon	60.3	31.9	669.8	532.7
OB/GYN	5	2.6	218	79.4
Ophthalmologist	70	36.1	2679	207.2
Orthopedist	75.4	39.3	1071.6	NA ²
Pediatrician	9	4.7	343.4	556.5
Primary Care Provider	8.1	4.3	105.1	88.8
Psychiatrist	55	28.5	5358	532.7
Urologist	167.5	86.4	NA ²	NA ²

Cook Children's Health Plan: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Tarrant				
STAR				
Cardiovascular Disease	1669.4	1625.4	NA ²	NA ⁴
ENT (otolaryngology)	4064.7	3957.5	NA ²	NA ⁴
General Surgeon	1460.7	1468.1	1232.5	NA ⁴
OB/GYN	80.9	79.8	161	NA ⁴
Ophthalmologist	4674.4	4551.1	NA ²	NA ³
Orthopedist	1263.3	1246.9	2465	NA ⁴
Pediatrician	346.7	340.5	1115	NA ⁴
Primary Care Provider	131.3	131.2	136.9	NA ³
Psychiatrist	2397.1	2333.9	NA ²	NA ⁴
Urologist	7790.6	7585.2	NA ²	NA ⁴

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
STAR Kids				
Cardiovascular Disease	201.6	199	NA ²	NA ⁴
ENT (otolaryngology)	445.7	439.9	NA ²	NA ⁴
General Surgeon	148.6	152	55	NA ⁴
OB/GYN	10.5	10.5	14	NA ⁴
Ophthalmologist	604.9	597.1	NA ²	NA ³
Orthopedist	132.3	132.7	110	NA ⁴
Pediatrician	32.1	31.8	91	NA ⁴
Primary Care Provider	13.5	13.7	6.1	NA ³
Psychiatrist	217.2	214.3	NA ²	NA ⁴
Urologist	705.8	696.6	NA ²	NA ⁴

Dell Children's Health Plan: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Travis				
STAR				
Cardiovascular Disease	676.2	599.1	NA ²	NA ²
ENT (otolaryngology)	1030.3	912.9	NA ²	NA ²
General Surgeon	248.7	228.2	955.5	138.8
OB/GYN	22.4	20	NA ²	111
Ophthalmologist	386.4	342.3	1911	NA ²
Orthopedist	230.2	208.4	1911	277.5
Pediatrician	110.1	98.1	NA ²	507
Primary Care Provider	26.6	25.8	40.7	14.2
Psychiatrist	153.5	139.9	477.8	555
Urologist	1967	1742.8	NA ²	NA ²

Driscoll Health Plan: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Hidalgo				
STAR				
Cardiovascular Disease	1025.5	996	725.7	289.1
ENT (otolaryngology)	2026	1917.2	4354	2024
General Surgeon	977.3	1009.1	311	337.3
OB/GYN	108.2	104.7	127.6	73.2
Ophthalmologist	2026	2072.7	1088.5	506
Orthopedist	1407.9	1322.2	2177	2024
Pediatrician	253.1	241.8	359.4	227.5
Primary Care Provider	100.3	106.8	73.8	34.3
Psychiatrist	2129.9	2072.7	870.8	506
Urologist	2864.4	2738.9	483.8	NA ²
STAR Kids				
Cardiovascular Disease	66.4	66.7	23.5	14.7
ENT (otolaryngology)	131.2	128.4	141	103
General Surgeon	63.3	67.6	10.1	17.2
OB/GYN	6.9	6.9	5	2.6
Ophthalmologist	134.5	142.7	35.2	25.8
Orthopedist	91.2	88.6	70.5	103
Pediatrician	15.6	15.4	11.1	10.8
Primary Care Provider	6.5	7.2	2.4	1.7
Psychiatrist	138	138.8	28.2	25.8
Urologist	185.6	183.5	15.7	NA ²
Nueces				
STAR				
Cardiovascular Disease	687.3	478.2	1079.7	1767.9
ENT (otolaryngology)	1357.9	920.5	6478	12375
General Surgeon	655	484.5	462.7	2062.5

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
OB/GYN	80.6	55.8	202.4	536.2
Ophthalmologist	1739.8	1269.7	2159.3	3093.8
Orthopedist	943.6	634.9	3239	12375
Pediatrician	166.4	113.7	521.5	1382.1
Primary Care Provider	67.2	51.3	109.8	209.7
Psychiatrist	1427.6	995.2	1295.6	3093.8
Urologist	1919.8	1315.1	719.8	NA ²
STAR Kids				
Cardiovascular Disease	40.9	30.9	52.3	88.3
ENT (otolaryngology)	80.8	59.5	314	618
General Surgeon	39	31.3	22.4	103
OB/GYN	4	3.1	7.7	21.8
Ophthalmologist	103.5	82	104.7	154.5
Orthopedist	56.1	41	157	618
Pediatrician	9.5	7	23.6	67.6
Primary Care Provider	4	3.3	5.2	10.5
Psychiatrist	84.9	64.3	62.8	154.5
Urologist	114.2	85	34.9	NA ²

El Paso Health: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
El Paso				
STAR				
Cardiovascular Disease	1501.5	1501.2	NA ¹	NA ²
ENT (otolaryngology)	4389.1	4388	NA ¹	NA ²
General Surgeon	1326.9	1326.6	NA ¹	NA ²
OB/GYN	327.5	327.4	NA ¹	NA ²
Ophthalmologist	2852.9	2852.2	NA ¹	NA ²
Orthopedist	1214	1213.7	NA ¹	NA ²

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Pediatrician	772.6	772.4	NA ¹	NA ²
Primary Care Provider	164.4	164.4	NA ¹	NA ²
Psychiatrist	2480.8	2480.2	NA ¹	NA ²
Urologist	5705.8	5704.4	NA ¹	NA ²

FirstCare: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
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Lubbock

STAR				
Cardiovascular Disease	14626	10880	NA ¹	NA ²
ENT (otolaryngology)	NA ²	NA ²	NA ¹	NA ²
General Surgeon	1625.1	1450.7	NA ¹	2497.3
OB/GYN	331.9	276.5	NA ¹	802.5
Ophthalmologist	14626	10880	NA ¹	NA ²
Orthopedist	9750.7	21760	NA ¹	3746
Pediatrician	570.3	423.8	NA ¹	NA ²
Primary Care Provider	30.6	36.6	NA ¹	20.7
Psychiatrist	29252	NA ²	NA ¹	7492
Urologist	4178.9	3108.6	NA ¹	NA ²

MRSA West

STAR				
Cardiovascular Disease	10844.7	7072	2495	NA ²
ENT (otolaryngology)	32534	NA ²	2495	NA ²
General Surgeon	1626.7	942.9	1247.5	5298.3
OB/GYN	303.5	167	181	1648
Ophthalmologist	16267	7072	NA ²	NA ²
Orthopedist	8133.5	14144	2495	7947.5
Pediatrician	603.3	271.1	1118	NA ²

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Primary Care Provider	32.2	23.7	45.4	43.8
Psychiatrist	32534	NA ²	NA ²	15895
Urologist	4066.8	2020.6	2495	NA ²

Molina Health Care: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Bexar				
STAR+PLUS				
Cardiovascular Disease	17.1	16.6	7.4	69.5
ENT (otolaryngology)	74.6	71.2	52	NA ²
General Surgeon	19.2	18.3	26	34.8
OB/GYN	4.9	4.8	3.3	12.8
Ophthalmologist	33.9	31.8	NA ²	34.8
Orthopedist	36.3	34.6	26	27.8
Primary Care Provider	6.3	6.4	2.7	5.6
Psychiatrist	16.1	16.8	13	3
Urologist	60.7	56.3	NA ²	NA ²
Dallas				
STAR				
Cardiovascular Disease	160.1	157.2	NA ¹	NA ²
ENT (otolaryngology)	574.9	564.6	NA ¹	NA ²
General Surgeon	121.6	122.4	NA ¹	91.2
OB/GYN	16.2	16.1	NA ¹	32.7
Ophthalmologist	320.2	314.4	NA ¹	NA ²
Orthopedist	230	230	NA ¹	228
Pediatrician	23.8	23.8	NA ¹	21.4
Primary Care Provider	28.8	28.8	NA ¹	28.5
Psychiatrist	135.3	132.8	NA ¹	NA ²

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Urologist	486.5	496.8	NA ¹	228
STAR+PLUS				
Cardiovascular Disease	94.7	94.5	NA ¹	111
ENT (otolaryngology)	316.1	318.1	NA ¹	222
General Surgeon	75.6	76.4	NA ¹	44.4
OB/GYN	20.3	20.4	NA ¹	19.8
Ophthalmologist	186	183.4	NA ¹	NA ²
Orthopedist	135.1	135.5	NA ¹	111
Primary Care Provider	19.4	19.5	NA ¹	13.9
Psychiatrist	76	74.9	NA ¹	NA ²
Urologist	292.7	299.7	NA ¹	111
El Paso				
STAR				
Cardiovascular Disease	69.5	69.5	NA ¹	NA ⁴
ENT (otolaryngology)	223.3	223.3	NA ¹	NA ⁴
General Surgeon	63.8	65.1	NA ¹	NA ³
OB/GYN	5.7	5.8	NA ¹	NA ³
Ophthalmologist	100.8	100.8	NA ¹	NA ⁴
Orthopedist	62.5	62.5	NA ¹	NA ⁴
Pediatrician	3.7	3.8	NA ¹	NA ³
Primary Care Provider	13.8	13.8	NA ¹	NA ³
Psychiatrist	59	61.3	NA ¹	NA ³
Urologist	284.2	284.2	NA ¹	NA ⁴
STAR+PLUS				
Cardiovascular Disease	56.56	56.6	NA ¹	NA ⁴
ENT (otolaryngology)	202	202	NA ¹	NA ⁴
General Surgeon	56.6	57.7	NA ¹	NA ³
OB/GYN	10.5	10.7	NA ¹	NA ³
Ophthalmologist	91.2	91.2	NA ¹	NA ⁴

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Orthopedist	55.5	55.5	NA ¹	NA ⁴
Primary Care Provider	12.3	12.4	NA ¹	NA ³
Psychiatrist	46.4	51.4	NA ¹	NA ³
Urologist	257.1	257.1	NA ¹	NA ⁴
Harris				
STAR				
Cardiovascular Disease	41.4	40.8	20.5	112.5
ENT (otolaryngology)	171.5	169.8	NA ²	112.5
General Surgeon	48.3	49.1	8.2	37.5
OB/GYN	4.6	4.6	5.5	8.4
Ophthalmologist	49	49.9	20.5	15
Orthopedist	57.8	58	10.2	112.5
Pediatrician	8.9	8.9	3.5	10.2
Primary Care Provider	8.9	9	5.1	8
Psychiatrist	49	48.2	NA ²	75
Urologist	221	225.1	20.5	112.5
STAR+PLUS				
Cardiovascular Disease	22.3	21.9	3.3	58
ENT (otolaryngology)	94.5	92.6	NA ²	87
General Surgeon	24.5	24.7	2	29
OB/GYN	4.5	4.4	0.8	12
Ophthalmologist	22.9	23	5	11.6
Orthopedist	44.1	44.5	2.5	87
Primary Care Provider	4.5	4.5	0.8	6
Psychiatrist	28.8	28	NA ²	87
Urologist	105.2	105.9	5	87
Hidalgo				
STAR				
Cardiovascular Disease	473.9	466.5	1772	172.8

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
ENT (otolaryngology)	1535.4	1436.8	NA ²	NA ²
General Surgeon	492.1	520.6	354.4	138.2
OB/GYN	66.6	65.7	137.7	31.4
Ophthalmologist	673.4	653.1	1772	230.3
Orthopedist	959.6	997.8	886	115.2
Pediatrician	53.9	51.8	197.9	38.4
Primary Care Provider	68.5	69.6	59.1	38.4
Psychiatrist	485.9	798.2	1772	15.4
Urologist	1599.3	1561.8	1772	NA ²
STAR+PLUS				
Cardiovascular Disease	40.2	39.1	107.5	19
ENT (otolaryngology)	130.4	118.8	NA ²	NA ²
General Surgeon	41.3	42.4	43	15.2
OB/GYN	11.5	11.3	19	6.4
Ophthalmologist	57.2	54	215	25.3
Orthopedist	81.5	82.5	107.5	12.7
Primary Care Provider	5.8	5.7	6.9	4.2
Psychiatrist	40.8	64.5	215	1.7
Urologist	135.8	129.1	215	NA ²
Jefferson				
STAR				
Cardiovascular Disease	13.9	6.3	272.0	670
ENT (otolaryngology)	78.5	35.6	NA ²	NA ²
General Surgeon	19	9.1	90.7	268
OB/GYN	1.7	0.8	68.5	51.5
Ophthalmologist	18.8	8.8	181.3	78.8
Orthopedist	23	10.7	181.3	1340
Pediatrician	3.1	1.4	51.7	64.7
Primary Care Provider	3.2	1.5	21.8	41.9

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Psychiatrist	14.9	6.8	544	191.4
Urologist	84.2	39.2	544	NA ²
STAR+PLUS				
Cardiovascular Disease	8.7	5.2	111.7	214.5
ENT (otolaryngology)	55.6	33.1	NA ²	NA ²
General Surgeon	11.4	7.3	55.8	85.8
OB/GYN	2.3	1.4	41.2	38.2
Ophthalmologist	10.2	6.2	111.7	25.2
Orthopedist	21	13.1	111.7	429
Primary Care Provider	1.9	1.2	12.4	13.4
Psychiatrist	9.9	6	335	71.5
Urologist	48.4	29.6	335	NA ²

Parkland HEALTHfirst: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Dallas				
STAR				
Cardiovascular Disease	3151.7	3140	NA ¹	NA ²
ENT (otolaryngology)	3852.1	3837.7	NA ¹	NA ²
General Surgeon	1824.7	1867	NA ¹	258.5
OB/GYN	116.3	115.8	NA ¹	NA ²
Ophthalmologist	2719.1	2709	NA ¹	NA ²
Orthopedist	2830.1	2819.6	NA ¹	NA ²
Pediatrician	368.8	367.4	NA ¹	NA ²
Primary Care Provider	190.2	191.1	NA ¹	86.2
Psychiatrist	861.3	858.1	NA ¹	NA ²
Urologist	5778.1	5756.6	NA ¹	NA ²

Right Care from Scott and White: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
MRSA Central				
STAR				
Cardiovascular Disease	751.8	616.7	741	7010
ENT (otolaryngology)	2949.2	2363.8	NA ²	7010
General Surgeon	710	659.7	592.8	1168.3
OB/GYN	121.9	95	673	720
Ophthalmologist	599.1	545.5	423.4	1402
Orthopedist	697.1	591	1482	1402
Pediatrician	197.7	151.5	1273	1553
Primary Care Provider	58	51.5	128.9	74.6
Psychiatrist	399.4	305	1482	7010
Urologist	1825.7	1350.8	NA ²	NA ²

Superior HealthPlan: Ratio of Members to One Provider³⁸

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Bexar				
STAR				
Cardiovascular Disease	523.4	528.1	431.4	326.1
ENT (otolaryngology)	1305.5	1307.2	308.1	2119.5
General Surgeon	623.4	637.6	1078.5	326.1
OB/GYN	99.9	98.1	101.4	184
Ophthalmologist	739.8	731.3	719	353.2
Orthopedist	754.9	736.4	539.2	2119.5
Pediatrician	390.9	369.9	1884	NA ²
Primary Care Provider	78.4	91.6	29.5	19.7

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Psychiatrist	1370	1340.7	1078.5	4239
Urologist	2055	2134.1	719	2119.5
STAR Kids				
Cardiovascular Disease	30.8	31.3	18.4	15.7
ENT (otolaryngology)	75.9	76.6	13.1	157
General Surgeon	33.3	34.6	46	13.1
OB/GYN	4.7	4.7	4.8	7.2
Ophthalmologist	39.2	39.4	30.7	13.1
Orthopedist	40.6	40.6	23	78.5
Pediatrician	18.9	18.2	73	NA ²
Primary Care Provider	4.7	5.6	1.2	0.8
Psychiatrist	74.9	74.5	46	157
Urologist	116.1	123.6	30.7	78.5
STAR+PLUS				
Cardiovascular Disease	70.1	70.9	51	43.3
ENT (otolaryngology)	172.3	170.7	36.4	281.5
General Surgeon	82.7	84.8	127.5	43.3
OB/GYN	31.3	30.6	28.8	73.8
Ophthalmologist	97.6	96.7	85	46.9
Orthopedist	99.6	97.4	63.8	281.5
Primary Care Provider	9.7	11.3	3.3	2.4
Psychiatrist	180.8	177.3	127.5	563
Urologist	266.3	276.6	85	281.5
Dallas				
STAR+PLUS				
Cardiovascular Disease	60.1	59.4	NA ¹	130
ENT (otolaryngology)	174.6	175.8	NA ¹	130
General Surgeon	65.1	65.8	NA ¹	43.3
OB/GYN	24.4	24.1	NA ¹	47

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Ophthalmologist	85.6	87.3	NA ¹	43.3
Orthopedist	96.3	96.5	NA ¹	86.7
Primary Care Provider	7.2	7.7	NA ¹	1.8
Psychiatrist	119	118.8	NA ¹	130
Urologist	204.6	207	NA ¹	130
El Paso				
STAR				
Cardiovascular Disease	1868.7	1868.3	NA ¹	NA ²
ENT (otolaryngology)	4297.9	4297	NA ¹	NA ²
General Surgeon	1953.6	1953.2	NA ¹	NA ²
OB/GYN	249.1	249	NA ¹	NA ²
Ophthalmologist	1653	1652.7	NA ¹	NA ²
Orthopedist	1193.9	1193.6	NA ¹	NA ²
Pediatrician	1358.6	1358.3	NA ¹	NA ²
Primary Care Provider	197.2	198.9	NA ¹	4.5
Psychiatrist	3581.6	3580.8	NA ¹	NA ²
Urologist	14326.3	14323.3	NA ¹	NA ²
STAR Kids				
Cardiovascular Disease	140.5	140.5	NA ¹	NA ⁴
ENT (otolaryngology)	323.2	323.2	NA ¹	NA ⁴
General Surgeon	161.6	161.6	NA ¹	NA ⁴
OB/GYN	18.5	18.5	NA ¹	NA ⁴
Ophthalmologist	129.3	129.3	NA ¹	NA ⁴
Orthopedist	92.3	92.3	NA ¹	NA ⁴
Pediatrician	97.5	97.5	NA ¹	NA ⁴
Primary Care Provider	13.3	13.4	NA ¹	NA ³
Psychiatrist	293.8	293.8	NA ¹	NA ⁴
Urologist	1077.3	1077.3	NA ¹	NA ⁴
Hidalgo				

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
STAR				
Cardiovascular Disease	822.1	774.1	4793	550.8
ENT (otolaryngology)	2076.1	1942.1	4793	NA ²
General Surgeon	900.7	885.6	1597.7	367.2
OB/GYN	127.9	119.9	510	160
Ophthalmologist	1038	971.1	9586	367.2
Orthopedist	1237.3	1153.1	9586	1101.5
Pediatrician	478.1	434.4	NA ²	1972
Primary Care Provider	104.6	114.7	127.8	15.7
Psychiatrist	2041.5	1908.6	9586	2203
Urologist	2355.6	2214	4793	NA ²
STAR Kids				
Cardiovascular Disease	51.6	49.8	236	18.2
ENT (otolaryngology)	126.4	120.8	236	NA ²
General Surgeon	56	56.4	78.7	15.2
OB/GYN	7.4	7	30.3	5.3
Ophthalmologist	62.6	59.9	472	13
Orthopedist	74	70.5	472	45.5
Pediatrician	26.9	24.9	NA ²	80
Primary Care Provider	6.1	6.9	6	0.6
Psychiatrist	135.7	130.1	472	91
Urologist	149.6	144	236	NA ²
STAR+PLUS				
Cardiovascular Disease	56.1	52.4	309	63.8
ENT (otolaryngology)	142.6	132.3	309	NA ²
General Surgeon	63.3	61.8	103	42.5
OB/GYN	21	19.3	86.8	44.7
Ophthalmologist	69.5	64.5	618	42.5
Orthopedist	85.9	79.4	618	127.5

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Primary Care Provider	6.3	6.8	7.6	1.7
Psychiatrist	140.2	130	618	255
Urologist	158.8	147.9	309	NA ²
Lubbock				
STAR				
Cardiovascular Disease	531.3	432.8	NA ¹	5655
ENT (otolaryngology)	1760	1406.6	NA ¹	NA ²
General Surgeon	440	394.8	NA ¹	807.9
OB/GYN	130	107.4	NA ¹	684
Ophthalmologist	853.3	703.3	NA ¹	5655
Orthopedist	612.2	535.8	NA ¹	1413.8
Pediatrician	451.3	367.7	NA ¹	4880
Primary Care Provider	49.5	55.7	NA ¹	34.3
Psychiatrist	1656.5	1607.5	NA ¹	1885
Urologist	1341	1125.2	NA ¹	5655
STAR Kids				
Cardiovascular Disease	35.4	29.7	NA ¹	265
ENT (otolaryngology)	103.8	84.9	NA ¹	NA ²
General Surgeon	26	23.3	NA ¹	53
OB/GYN	6.2	5.4	NA ¹	24.5
Ophthalmologist	46.9	39.6	NA ¹	265
Orthopedist	32.3	29	NA ¹	66.2
Pediatrician	24.1	20.2	NA ¹	222
Primary Care Provider	2.6	3	NA ¹	1.7
Psychiatrist	80.7	69.9	NA ¹	265
Urologist	85.5	74.2	NA ¹	265
STAR+PLUS				
Cardiovascular Disease	57.9	47	NA ¹	604
ENT (otolaryngology)	184.6	146.9	NA ¹	NA

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
General Surgeon	47.7	42.7	NA ¹	86.3
OB/GYN	30.4	24.6	NA ¹	174
Ophthalmologist	89.5	73.4	NA ¹	604
Orthopedist	64.2	56	NA ¹	151
Primary Care Provider	4.9	5.5	NA ¹	3.5
Psychiatrist	173.8	167.9	NA ¹	201.3
Urologist	140.7	117.5	NA ¹	604
MRSA Central				
STAR				
Cardiovascular Disease	117.1	73.5	292.6	1396.5
ENT (otolaryngology)	302.4	196.6	292.6	4468.8
General Surgeon	135.7	87.5	274.3	1241.3
OB/GYN	19.7	12.5	42	431.9
Ophthalmologist	160.2	103	274.3	657.2
Orthopedist	148.9	94.4	292.6	2793
Pediatrician	48.4	29.3	1269.3	9927
Primary Care Provider	14.9	10.7	12.8	53.1
Psychiatrist	227.1	142.3	487.7	4468.8
Urologist	421.5	276.9	438.9	7448
STAR+PLUS				
Cardiovascular Disease	11.4	7.2	29.1	147.7
ENT (otolaryngology)	29.9	19.2	31.1	443.2
General Surgeon	13.4	8.7	27.2	123.1
OB/GYN	4.9	3.1	9.6	118.9
Ophthalmologist	15.7	10	29.1	65.2
Orthopedist	14.7	9.3	31.1	277
Primary Care Provider	1.4	1	1.2	5
Psychiatrist	22.5	14.1	48.4	443.2
Urologist	42	27.5	43.6	738.7

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
MRSA Northeast				
STAR				
Cardiovascular Disease	250.4	107.3	6279.7	5598.3
ENT (otolaryngology)	697.5	312.5	6279.7	8397.5
General Surgeon	287.1	128.8	3139.8	2099.4
OB/GYN	40.2	17.3	385	969
Ophthalmologist	331.5	149.2	2691.3	799.8
Orthopedist	326.9	146.4	2691.3	5598.3
Pediatrician	87.5	37.2	16716.5	14770
Primary Care Provider	32.5	15.9	162.4	86.6
Psychiatrist	468.4	200.4	12559.3	5598.3
Urologist	914.1	413.4	7535.6	8397.5
MRSA West				
STAR				
Cardiovascular Disease	160.3	65.8	727.8	2591.3
ENT (otolaryngology)	427.4	179.9	667.2	10365.3
General Surgeon	151.2	64.6	571.9	1243.8
OB/GYN	29.2	12	112.7	636.9
Ophthalmologist	253.4	105.5	727.8	2221.1
Orthopedist	230.6	97.7	727.8	2591.3
Pediatrician	91.1	35.8	2347.3	9130.7
Primary Care Provider	19.1	9.5	40.8	57.6
Psychiatrist	333.9	137.4	1334.3	5182.7
Urologist	512.9	217.5	1143.7	10365.3
STAR Kids				
Cardiovascular Disease	9.7	4.5	36.4	155.8
ENT (otolaryngology)	22.5	10.6	33.3	623
General Surgeon	8	3.9	30.8	56.6
OB/GYN	1.2	0.6	5.1	23.7

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Ophthalmologist	11.5	5.3	66.7	95.8
Orthopedist	12.3	5.9	36.4	103.8
Pediatrician	4.1	1.8	163.5	523.5
Primary Care Provider	1.1	0.6	2.1	2.6
Psychiatrist	15.1	6.8	66.7	311.5
Urologist	28.2	13.5	57.1	415.3
STAR+PLUS				
Cardiovascular Disease	16.5	6.6	90.5	264.9
ENT (otolaryngology)	44.5	18.2	82.9	1059.7
General Surgeon	15.9	6.7	71.1	127.2
OB/GYN	7.5	3	34.8	158.1
Ophthalmologist	26.6	10.9	99.5	227.1
Orthopedist	24	9.9	90.5	264.9
Primary Care Provider	1.9	0.9	4.9	5.6
Psychiatrist	35.4	14.3	165.8	529.8
Urologist	53.2	22.1	142.1	1059.7
Nueces				
STAR				
Cardiovascular Disease	69.7	45.5	876.5	620.3
ENT (otolaryngology)	180.6	118.9	350.6	2171
General Surgeon	82.7	55.7	438.2	542.8
OB/GYN	12.4	8.2	149.3	339
Ophthalmologist	71.2	46.3	1753	228.5
Orthopedist	93.8	60.4	NA ²	2171
Pediatrician	48.1	30.9	1484	3709
Primary Care Provider	9.2	6.9	18.5	24.4
Psychiatrist	184.5	123	584.3	4342
Urologist	262.4	169.8	1753	NA ²
STAR Kids				

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Cardiovascular Disease	4.8	3.2	46	35.6
ENT (otolaryngology)	12.4	8.4	18.4	142.5
General Surgeon	5.5	3.8	23	35.6
OB/GYN	0.8	0.5	9	15.8
Ophthalmologist	4.6	3	92	16.8
Orthopedist	6.3	4.1	NA ²	142.5
Pediatrician	2.8	1.9	73	232
Primary Care Provider	0.6	0.5	0.9	1.7
Psychiatrist	12.6	8.6	30.7	285
Urologist	18.4	12.2	92	NA ²
STAR+PLUS				
Cardiovascular Disease	14.6	9.5	239	116.1
ENT (otolaryngology)	37.6	24.5	95.6	406.5
General Surgeon	17.4	11.6	119.5	101.6
OB/GYN	5.6	3.6	79.7	215.
Ophthalmologist	14.6	9.3	478	42.8
Orthopedist	19.6	12.5	NA ²	406.5
Primary Care Provider	1.7	1.3	4.7	4.2
Psychiatrist	38.4	25.3	159.3	813
Urologist	53.8	34.5	478	NA ²
Statewide STAR Health				
STAR Health				
Cardiovascular Disease	41.8	34.3	159.4	214.6
ENT (otolaryngology)	105.8	89.9	141.7	521.3
General Surgeon	43.6	37.8	94.4	101.4
OB/GYN	5	4.4	8.9	30.1
Ophthalmologist	45.5	37.8	115.9	82.9
Orthopedist	50.9	43	106.2	260.6
Pediatrician	20.4	16.0	483.6	695.6

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Primary Care Provider	4.7	4.6	5.5	4.7
Psychiatrist	87.2	71.8	283.3	521.3
Urologist	141.6	122	212.5	608.2
Travis				
STAR				
Cardiovascular Disease	218.4	186.1	2289.5	412.4
ENT (otolaryngology)	531.5	464.7	1308.3	1031
General Surgeon	253.1	220	3052.7	343.7
OB/GYN	35.5	30.4	312.3	176.2
Ophthalmologist	275.9	237.3	1831.6	187.5
Orthopedist	249.2	211.6	2289.5	1374.7
Pediatrician	79.4	66.2	8346	NA ²
Primary Care Provider	27.4	25.8	104.1	15.9
Psychiatrist	428.6	365.1	4579	1031
Urologist	789.4	699.4	2289.5	2062
STAR Kids				
Cardiovascular Disease	9.3	8.2	78.5	13.3
ENT (otolaryngology)	23.4	21.2	44.9	31
General Surgeon	10.7	9.7	157	7.8
OB/GYN	1.3	1.2	15.2	4.6
Ophthalmologist	10.1	9	62.8	4.9
Orthopedist	10.6	9.3	78.5	31
Pediatrician	2.7	2.4	259	NA ²
Primary Care Provider	1.3	1.3	4	0.5
Psychiatrist	14.4	12.7	157	23.2
Urologist	38.2	35.2	104.7	46.5

Texas Children's: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Harris				
STAR				
Cardiovascular Disease	1433.1	1420.7	602.7	883.8
ENT (otolaryngology)	1939.4	1929.5	1808	1767.5
General Surgeon	1187.4	1220.4	226	294.6
OB/GYN	88.3	87.4	41.2	72.7
Ophthalmologist	903.5	921.2	82.2	107.1
Orthopedist	1140.8	1133.2	361.6	1767.5
Pediatrician	285.9	281.6	99.4	1624
Primary Care Provider	265.7	266.6	120.5	98.2
Psychiatrist	801.4	786.7	452	101
Urologist	3591.5	3661.2	452	3535
STAR Kids				
Cardiovascular Disease	71	70.8	5.9	29.5
ENT (otolaryngology)	114	117.7	14.8	59
General Surgeon	60.5	63.3	4.5	10.7
OB/GYN	4.9	4.9	0.8	2.4
Ophthalmologist	78.4	79	12.7	13.1
Orthopedist	57.3	59.2	4.2	59
Pediatrician	15.7	15.50	4.2	39.6
Primary Care Provider	13.2	13.	3.3	3.8
Psychiatrist	46.5	45.7	22.2	6.9
Urologist	179.1	188.6	11.1	78.7
Jefferson				
STAR				
Cardiovascular Disease	128	69.5	2430	1181.5
ENT (otolaryngology)	173.3	94.4	7290	2363
General Surgeon	106.1	59.7	911.2	393.8

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
OB/GYN	8.4	4.6	174.2	96.6
Ophthalmologist	80.7	45.1	331.4	143.2
Orthopedist	101.9	55.5	1458	2363
Pediatrician	25.1	13.5	394.9	2141.5
Primary Care Provider	122	81.3	270	157.5
Psychiatrist	71.6	38.5	1822.5	135
Urologist	320.9	179.2	1822.5	4726
STAR Kids				
Cardiovascular Disease	8.1	5	29.2	50.1
ENT (otolaryngology)	13	8.3	73	100.2
General Surgeon	6.9	4.5	21.9	18.2
OB/GYN	0.6	0.4	2.5	4.6
Ophthalmologist	8.9	5.6	62.6	22.3
Orthopedist	6.5	4.2	20.9	100.2
Pediatrician	1.8	1.1	20.5	68.8
Primary Care Provider	8	5.9	12.9	9.3
Psychiatrist	5.3	3.2	109.5	11.8
Urologist	20.4	13.3	54.8	133.7

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
MRSA Northeast				
STAR Kids				
Cardiovascular Disease	15.6	8	99.3	69.6
ENT (otolaryngology)	25	13.3	248.3	139.2
General Surgeon	13.3	7.1	74.5	25.3
OB/GYN	1.1	0.6	9.4	7.1
Ophthalmologist	17.2	8.9	212.9	30.9
Orthopedist	12.6	6.7	71	139.2
Pediatrician	3.5	1.8	67.5	96.4
Primary Care Provider	6.4	4.8	6.1	5.7
Psychiatrist	10.2	5.2	372.5	16.4
Urologist	39.4	21.3	186.2	185.7

United HealthCare Community Plan: Ratio of Members to One Provider

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Harris				
STAR				
Cardiovascular Disease	207.9	202.7	NA ²	673.5
ENT (otolaryngology)	540.8	528.6	NA ²	1347
General Surgeon	256.2	260.7	62	224.5
OB/GYN	25.4	24.7	108	106.3
Ophthalmologist	290.6	285.7	165.3	112.2
Orthopedist	354	349.2	496	673.5
Pediatrician	33.7	32.8	68.7	198.3
Primary Care Provider	25.1	25.4	8.4	21.7
Psychiatrist	169.3	165.4	496	112.2
Urologist	789.3	764.4	496	1347

STAR Kids

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Cardiovascular Disease	38.5	38.1	NA ²	46.7
ENT (otolaryngology)	99.8	98.6	NA ²	140
General Surgeon	44.1	45.6	9.1	23.3
OB/GYN	3.3	3.2	13	3.7
Ophthalmologist	108.4	108.5	64	23.3
Orthopedist	55.2	54.6	64	70
Pediatrician	4.9	4.8	7.6	16.4
Primary Care Provider	3.1	3.3	0.8	1.2
Psychiatrist	27	26.7	64	46.7
Urologist	137.2	134	64	140
STAR+PLUS				
Cardiovascular Disease	97.9	97.3	140	132.3
ENT (otolaryngology)	245.1	242.2	NA ²	397
General Surgeon	120.2	125.5	17.5	49.6
OB/GYN	23.9	23.5	64	56.5
Ophthalmologist	125.7	126.8	35	30.5
Orthopedist	229.3	230.7	140	198.5
Primary Care Provider	10.4	10.9	2	3.5
Psychiatrist	72.4	71.5	140	33.1
Urologist	426.9	417.6	140	397
Hidalgo				
STAR				
Cardiovascular Disease	1045.3	988	2912	NA ²
ENT (otolaryngology)	2339.5	2272.3	NA ²	771
General Surgeon	779.8	770.3	728	771
OB/GYN	89.7	85.7	157.2	58
Ophthalmologist	944.8	908.9	970.7	771
Orthopedist	1445	1420.2	1456	NA ²
Pediatrician	211.4	209.9	285	75.6

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Primary Care Provider	55.1	59.8	31.3	12
Psychiatrist	1292.9	1262.4	2912	385.5
Urologist	2456.4	2391.9	2912	NA ²
STAR Kids				
Cardiovascular Disease	228.7	225.3	205	NA ²
ENT (otolaryngology)	270.3	281.6	NA ²	54.00
General Surgeon	110.1	110.5	68.3	NA ²
OB/GYN	8.2	8.1	6.6	10.00
Ophthalmologist	121.3	117.4	205	NA ²
Orthopedist	205	201.2	205	NA ²
Pediatrician	25.4	25.7	18.1	14.30
Primary Care Provider	5.3	5.6	1.9	2.4
Psychiatrist	152.5	152.2	205	54
Urologist	371.6	375.5	205	NA ²
Jefferson				
STAR				
Cardiovascular Disease	49.2	26.4	1629.7	1032
ENT (otolaryngology)	134.7	71.5	NA ²	NA ²
General Surgeon	62.3	34.5	611.1	412.8
OB/GYN	6.5	3.4	1146	205.7
Ophthalmologist	70.9	38.2	1222.2	137.6
Orthopedist	81.4	44.7	1629.7	688
Pediatrician	8.9	4.8	689.5	401.8
Primary Care Provider	6.9	3.9	69.8	49.1
Psychiatrist	41.6	22.3	2444.5	187.6
Urologist	200.3	106.3	4889	NA ²
STAR Kids				
Cardiovascular Disease	8.0	4.8	248	145
ENT (otolaryngology)	21.5	12.7	NA ²	NA ²

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
General Surgeon	9.2	5.7	70.9	48.3
OB/GYN	0.8	0.5	94	15
Ophthalmologist	23.0	13.7	248	145
Orthopedist	11.9	7.3	165.3	96.7
Pediatrician	1.2	0.7	104.2	78
Primary Care Provider	0.9	0.6	6.4	4.1
Psychiatrist	5.5	3.3	496	96.7
Urologist	30.2	17.9	496	NA ²
STAR+PLUS				
Cardiovascular Disease	12.1	6.1	226.8	375
ENT (otolaryngology)	32	15.9	NA ²	NA ²
General Surgeon	15.3	8	113.4	125
OB/GYN	3.7	1.8	502	101.8
Ophthalmologist	16.2	8.2	181.4	53.6
Orthopedist	26.6	13.9	302.3	250
Primary Care Provider	1.5	0.8	12.8	10.7
Psychiatrist	8.9	4.5	453.5	68.2
Urologist	56.8	28.2	907	NA ²
MRSA Central				
STAR Kids				
Cardiovascular Disease	78.6	62.8	260	134.3
ENT (otolaryngology)	136.3	103.1	NA ²	470
General Surgeon	59.2	52.5	65	78.3
OB/GYN	6.9	5.3	13	14.6
Ophthalmologist	136.3	144.4	86.7	117.5
Orthopedist	65.9	51.6	130	188
Pediatrician	19.4	15.1	27.8	84.9
Primary Care Provider	2.9	2.9	1.9	2.6
Psychiatrist	42.6	31.7	260	104.4

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Urologist	141	111.1	260	470
STAR+PLUS				
Cardiovascular Disease	86.3	64.3	166	186.6
ENT (otolaryngology)	155.3	107.9	NA ²	653
General Surgeon	65.6	51.2	332	100.5
OB/GYN	24.9	18	59.7	62.5
Ophthalmologist	86.3	73.7	83	118.7
Orthopedist	67.5	49.5	166	186.6
Primary Care Provider	4.2	3.9	6.8	4.2
Psychiatrist	48	33.6	332	118.7
Urologist	141.2	104.1	332	435.3
MRSA Northeast				
STAR Kids				
Cardiovascular Disease	55.4	30.2	129.3	NA ²
ENT (otolaryngology)	160.7	112.1	210.1	392.5
General Surgeon	48.2	33.6	76.4	78.5
OB/GYN	7.7	4.6	11.1	20.4
Ophthalmologist	146.1	107	168.1	785
Orthopedist	69.9	48.1	93.4	261.7
Pediatrician	39.1	24.8	65	79.2
Primary Care Provider	3.3	2.6	3.6	3.6
Psychiatrist	63.4	35.1	210.1	392.5
Urologist	166.2	123.9	186.8	392.5
STAR+PLUS				
Cardiovascular Disease	100	46.3	246.9	1749
ENT (otolaryngology)	306.8	178.6	463	874.5
General Surgeon	92	51.4	176.4	218.6
OB/GYN	37.7	19.7	65.3	126.4
Ophthalmologist	156	81.5	308.7	1749

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
Orthopedist	135.4	79.8	205.8	437.2
Primary Care Provider	8.5	5.8	10.6	11.3
Psychiatrist	115	52.8	463	583
Urologist	278.9	178.6	370.4	583
Nueces				
STAR				
Cardiovascular Disease	168.7	98.8	NA ²	NA ²
ENT (otolaryngology)	787.3	691.5	NA ²	713
General Surgeon	84.4	57.6	266	237.7
OB/GYN	25.8	21.7	NA ²	23.3
Ophthalmologist	90.9	53.2	NA ²	NA ²
Orthopedist	124.3	72.8	NA ²	NA ²
Pediatrician	29.7	20.8	64.3	52.5
Primary Care Provider	7.3	6.2	14.8	7.4
Psychiatrist	102.7	65.9	88.7	NA ²
Urologist	472.4	276.6	NA ²	NA ²
STAR+PLUS				
Cardiovascular Disease	107.3	81.5	NA ²	591
ENT (otolaryngology)	295	237.2	NA ²	591
General Surgeon	104.1	87	340	197
OB/GYN	64	61.8	NA ²	35.6
Ophthalmologist	136.2	100.3	NA ²	NA ²
Orthopedist	136.2	100.3	NA ²	NA ²
Primary Care Provider	10.7	12.2	16.2	5.4
Psychiatrist	153.9	124.2	113.3	591
Urologist	354	260.9	NA ²	NA ²
Travis				
STAR+PLUS				
Cardiovascular Disease	61.1	53.3	NA ²	85.7

Service Area, Program, Provider Type	Full Service Area	Metro Counties	Micro Counties	Rural Counties
ENT (otolaryngology)	216.0	209.1	282.5	257
General Surgeon	74.7	66.2	565	85.7
OB/GYN	15.4	13.5	NA ²	20.3
Ophthalmologist	77.6	68.8	565	64.2
Orthopedist	72	63	565	257
Primary Care Provider	5.5	5.2	13.5	4.1
Psychiatrist	44.5	40.5	188.3	51.4
Urologist	189	168.6	NA ²	257

Appendix D. MCO Network Analysis - PCPs and Main Dentists

Each of the tables in this Appendix presents the percent of members, by county type, who are within the distance standard of two providers. Results are reported by service area for each provider type and each MCO. Results are from HHSC Center for Analysis and Decision Support (CADS) distance analysis using March 2020 Medicaid managed care eligibility files, and MCO provider files. 'NA' in a cell indicates the county type does not exist in the service area, or there were no members enrolled with the plan during March 2020, and HHSC could not calculate the percent of Members within the distance standard.

Note: Each occurrence of failure to meet or exceed established compliance thresholds for network distance standards results in a CAP, and may result in liquidated damages for failure to comply with the terms of the CAP. 39

STAR: Percent Members within distance standard of two PCPs

Service Area, Plan	Metro Counties	Micro Counties	Rural Counties
Bexar			
Aetna Better Health	97.51%	99.38%	100.00%
Amerigroup	98.32%	99.35%	100.00%
Community First Health Plans	96.99%	99.66%	100.00%
Superior HealthPlan	97.49%	100.00%	100.00%
Dallas			
Amerigroup	98.80%	N/A	100.00%
Molina Healthcare of Texas	98.10%	N/A	100.00%
Parkland HEALTHfirst	97.78%	N/A	100.00%

³⁹ Reporting of all MCO sanctions, including CAPS can be found at:
<https://hhs.texas.gov/services/health/medicaid-chip/managed-care-contract-management/managed-care-organization-sanctions>

Service Area, Plan	Metro Counties	Micro Counties	Rural Counties
El Paso			
El Paso Health Premier Plan	99.95%	N/A	92.86%
Molina Healthcare of Texas	100.00%	N/A	N/A
Superior HealthPlan	99.92%	N/A	55.56%
Harris			
Amerigroup	99.21%	100.00%	100.00%
Community Health Choice	99.48%	100.00%	100.00%
Molina Healthcare of Texas	98.47%	100.00%	100.00%
Texas Children's Health Plan	99.73%	100.00%	100.00%
UnitedHealthcare Community Plan	99.58%	100.00%	100.00%
Hidalgo			
Driscoll Children's Health Plan	99.88%	99.77%	99.80%
Molina Healthcare of Texas	99.81%	99.94%	90.59%
Superior HealthPlan	99.81%	99.76%	89.70%
UnitedHealthcare Community Plan	99.86%	99.90%	93.13%
Jefferson			
Amerigroup	99.53%	99.48%	100.00%
Community Health Choice	99.40%	99.94%	100.00%
Molina Healthcare of Texas	99.94%	100.00%	100.00%
Texas Children's Health Plan	98.28%	99.84%	100.00%
UnitedHealthcare Community Plan	99.68%	99.94%	100.00%
Lubbock			
Amerigroup	97.70%	99.87%	99.83%
FirstCare STAR	99.66%	100.00%	100.00%
Superior HealthPlan	99.66%	100.00%	100.00%

Service Area, Plan	Metro Counties	Micro Counties	Rural Counties
MRSA Central			
Amerigroup	97.70%	99.99%	99.99%
Right Care from Scott and White Health Plans	95.94%	99.98%	99.53%
Superior HealthPlan	96.86%	99.75%	100.00%
MRSA Northeast			
Amerigroup	97.33%	99.08%	100.00%
Superior HealthPlan	94.12%	99.89%	100.00%
MRSA West			
Amerigroup	96.87%	100.00%	99.76%
FirstCare STAR	95.48%	93.27%	97.45%
Superior HealthPlan	96.43%	100.00%	97.65%
Nueces			
Driscoll Children's Health Plan	97.52%	100.00%	100.00%
Superior HealthPlan	98.04%	100.00%	100.00%
UnitedHealthcare Community Plan	97.90%	100.00%	100.00%
Tarrant			
Aetna Better Health	98.59%	100.00%	N/A
Amerigroup	99.12%	100.00%	N/A
Cook Children's Health Plan	98.87%	100.00%	N/A
Travis			
Blue Cross and Blue Shield of Texas	99.26%	N/A	100.00%
Dell Children's Health Plan	99.33%	N/A	100.00%
Superior HealthPlan	98.18%	N/A	100.00%

STAR+PLUS: Percent Members within distance standard of two PCPs

Service Area, Plan	Metro Counties	Micro Counties	Rural Counties
Bexar			
Amerigroup	98.06%	100.00%	100.00%
Molina Healthcare of Texas	97.73%	100.00%	100.00%
Superior HealthPlan	97.38%	100.00%	100.00%
Dallas			
Molina Healthcare of Texas	97.20%	N/A	100.00%
Superior HealthPlan	96.91%	N/A	100.00%
El Paso			
Amerigroup	99.95%	N/A	100.00%
Molina Healthcare of Texas	99.93%	N/A	N/A
Harris			
Amerigroup	98.98%	100.00%	100.00%
Molina Healthcare of Texas	97.80%	100.00%	100.00%
UnitedHealthcare Community Plan	99.38%	100.00%	100.00%
Hidalgo			
Cigna-HealthSpring	99.77%	99.54%	81.69%
Molina Healthcare of Texas	99.16%	99.53%	84.21%
Superior HealthPlan	99.91%	99.51%	89.02%
Jefferson			
Amerigroup	99.58%	99.60%	99.82%
Molina Healthcare of Texas	99.82%	100.00%	99.77%
UnitedHealthcare Community Plan	99.69%	99.89%	100.00%
Lubbock			
Amerigroup	99.74%	N/A	100.00%
Superior HealthPlan	99.74%	N/A	100.00%

Service Area, Plan	Metro Counties	Micro Counties	Rural Counties
MRSA Central			
Superior HealthPlan	97.49%	100.00%	100.00%
UnitedHealthcare Community Plan	97.19%	99.70%	100.00%
MRSA Northeast			
Cigna-HealthSpring	94.70%	99.81%	99.87%
UnitedHealthcare Community Plan	94.37%	99.97%	100.00%
MRSA West			
Amerigroup	96.79%	100.00%	99.84%
Superior HealthPlan	96.40%	99.80%	99.43%
Nueces			
Superior HealthPlan	98.73%	85.15%	100.00%
UnitedHealthcare Community Plan	99.12%	100.00%	100.00%
Tarrant			
Amerigroup	98.87%	100.00%	N/A
Cigna-HealthSpring	97.30%	99.27%	N/A
Travis			
Amerigroup	96.54%	100.00%	100.00%
UnitedHealthcare Community Plan	99.62%	100.00%	100.00%

STAR Health: Percent Members within distance standard of two PCPs

Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	97.43%	99.61%	98%

STAR Kids: Percent Members within distance standard of two PCPs, by service area and MCO

Service Area, Plan	Metro Counties	Micro Counties	Rural Counties
Bexar			
Community First Health Plans	95.88%	63.54%	99.56%
Superior HealthPlan	98.05%	100.00%	100.00%
Dallas			
Amerigroup	98.94%	N/A	100.00%
Children's Medical Center Health Plan	98.55%	N/A	100.00%
El Paso			
Amerigroup	100.00%	N/A	100.00%
Superior HealthPlan	99.97%	N/A	N/A
Harris			
Amerigroup	99.23%	100.00%	100.00%
Texas Children's Health Plan	99.70%	100.00%	100.00%
UnitedHealthcare Community Plan	99.65%	100.00%	100.00%
Hidalgo			
Driscoll Children's Health Plan	99.94%	100.00%	100.00%
Superior HealthPlan	99.79%	100.00%	81.32%
UnitedHealthcare Community Plan	99.95%	98.54%	100.00%

Service Area, Plan	Metro Counties	Micro Counties	Rural Counties
Jefferson			
Texas Children's Health Plan	99.62%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Lubbock			
Amerigroup	98.24%	N/A	100.00%
Superior HealthPlan	97.64%	N/A	100.00%
MRSA Central			
Blue Cross and Blue Shield of Texas	97.39%	100.00%	99.85%
UnitedHealthcare Community Plan	98.75%	100.00%	100.00%
MRSA Northeast			
Texas Children's Health Plan	95.49%	100.00%	99.28%
UnitedHealthcare Community Plan	96.14%	100.00%	100.00%
MRSA West			
Amerigroup	96.80%	100.00%	99.65%
Superior HealthPlan	94.59%	100.00%	99.60%
Nueces			
Driscoll Children's Health Plan	97.86%	100.00%	100.00%
Superior HealthPlan	99.01%	92.39%	100.00%
Tarrant			
Aetna Better Health	98.98%	100.00%	N/A
Cook Children's Health Plan	98.56%	100.00%	N/A
Travis			
Blue Cross and Blue Shield of Texas	99.62%	100.00%	100.00%
Superior HealthPlan	98.68%	100.00%	100.00%

Dental: Percent Members within distance standard of two main dentists

Plan	Metro Counties	Micro Counties	Rural Counties
DentaQuest	99.99%	100.00%	99.99%
MCNA Dental	99.99%	100.00%	99.99%
Superior HealthPlan-STAR Health	100.00%	100.00%	99.95%

Appendix E. MCO Network Analysis - Specialists

Each of the tables in this Appendix presents the percent of members, by county type, who are within the distance standard of one provider. Results are reported by service area for each provider type and each MCO. Results are from HHSC CADS distance analysis using March 2020 Medicaid managed care eligibility files, and MCO provider files. 'NA' in a cell indicates the county type does not exist in the service area, or there were no members enrolled with the health plan during March 2020, and HHSC could not calculate the percent of members within the distance standard.

Note: Each occurrence of failure to meet or exceed established compliance thresholds for network distance standards results in a CAP, and may result in liquidated damages for failure to comply with the terms of the CAP. ⁴⁰

STAR: Percent Members within distance standard of one provider

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Bexar			
Acute Care Hospital			
Aetna Better Health	100.00%	95.34%	96.37%
Amerigroup	100.00%	96.06%	97.28%
Community First Health Plans	100.00%	97.06%	98.52%
Molina Healthcare of Texas	100.00%	98.08%	89.21%
Superior HealthPlan	100.00%	100.00%	99.96%
Audiologist			
Aetna Better Health	99.98%	100.00%	100.00%
Amerigroup	97.33%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Molina Healthcare of Texas	96.74%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Behavioral Health - Outpatient			

⁴⁰ Reporting of all MCO sanctions, including CAPS can be found at:
<https://hhs.texas.gov/services/health/medicaid-chip/managed-care-contract-management/managed-care-organization-sanctions>

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Aetna Better Health	99.73%	100.00%	100.00%
Amerigroup	99.77%	100.00%	100.00%
Community First Health Plans	99.27%	99.95%	100.00%
Molina Healthcare of Texas	97.64%	100.00%	100.00%
Superior HealthPlan	99.69%	100.00%	100.00%
ENT (otolaryngology)			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	97.82%	100.00%	100.00%
Molina Healthcare of Texas	96.98%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
General Surgeon			
Aetna Better Health	99.83%	100.00%	100.00%
Amerigroup	99.88%	99.51%	100.00%
Community First Health Plans	99.79%	100.00%	100.00%
Molina Healthcare of Texas	99.63%	100.00%	100.00%
Superior HealthPlan	99.82%	100.00%	100.00%
Nursing Facility			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
OB/GYN			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Ophthalmologist			
Aetna Better Health	97.29%	95.65%	100.00%
Amerigroup	99.08%	96.55%	100.00%
Community First Health Plans	99.42%	99.73%	100.00%
Molina Healthcare of Texas	99.67%	100.00%	100.00%
Superior HealthPlan	99.66%	100.00%	100.00%
Orthopedist			
Aetna Better Health	99.43%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	99.83%	99.15%	100.00%
Molina Healthcare of Texas	99.30%	100.00%	100.00%
Superior HealthPlan	99.99%	100.00%	100.00%
Pediatrician			
Aetna Better Health	99.92%	100.00%	100.00%
Amerigroup	99.87%	99.26%	100.00%
Community First Health Plans	99.02%	99.94%	100.00%
Superior HealthPlan	99.71%	99.57%	100.00%
Pharmacy			
Aetna Better Health	90.41%	59.31%	100.00%
Amerigroup	91.02%	60.14%	99.75%
Community First Health Plans	90.19%	59.90%	99.91%
Superior HealthPlan	90.05%	61.58%	99.76%
Prenatal			
Aetna Better Health	98.85%	100.00%	100.00%
Amerigroup	99.26%	100.00%	100.00%
Community First Health Plans	97.48%	99.20%	100.00%
Molina Healthcare of Texas	95.93%	100.00%	100.00%
Superior HealthPlan	98.76%	98.35%	99.88%
Psychiatrist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	99.98%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	99.02%	100.00%	100.00%
Targeted Case Management			
Aetna Better Health	96.65%	61.49%	100.00%
Amerigroup	96.25%	51.72%	100.00%
Community First Health Plans	94.95%	61.97%	100.00%
Molina Healthcare of Texas	96.53%	69.23%	100.00%
Superior HealthPlan	99.48%	87.44%	100.00%
Therapies - OT, PT, or ST			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	99.99%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Dallas			
Acute Care Hospital			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	100.00%
Parkland	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Audiologist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	95.10%	NA	100.00%
Children's Medical Center Health Plan	95.66%	NA	100.00%
Molina Healthcare of Texas	95.37%	NA	100.00%
Parkland	93.25%	NA	100.00%
Superior HealthPlan	92.11%	NA	100.00%
Behavior Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	100.00%
Parkland	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Cardiovascular Disease			
Amerigroup	99.86%	NA	100.00%
Children's Medical Center Health Plan	99.31%	NA	100.00%
Molina Healthcare of Texas	99.95%	NA	100.00%
Parkland	97.93%	NA	100.00%
Superior HealthPlan	99.56%	NA	100.00%
ENT (otolaryngology)			
Amerigroup	99.92%	NA	100.00%
Children's Medical Center Health Plan	97.04%	NA	100.00%
Molina Healthcare of Texas	98.51%	NA	100.00%
Parkland	99.90%	NA	100.00%
Superior HealthPlan	98.73%	NA	100.00%
General Surgeon			
Amerigroup	98.85%	NA	100.00%
Children's Medical Center Health Plan	97.24%	NA	100.00%
Molina Healthcare of Texas	99.21%	NA	100.00%
Parkland	98.15%	NA	100.00%
Superior HealthPlan	98.56%	NA	100.00%
Nursing Facility			
Molina Healthcare of Texas	100.00%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	100.00%	NA	100.00%
OB/GYN			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	100.00%	NA	100.00%
Molina Healthcare of Texas	99.47%	NA	100.00%
Parkland	99.77%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Ophthalmologist			
Amerigroup	96.55%	NA	99.79%
Children's Medical Center Health Plan	96.93%	NA	100.00%
Molina Healthcare of Texas	96.10%	NA	100.00%
Parkland	92.86%	NA	99.03%
Superior HealthPlan	98.64%	NA	100.00%
Orthopedist			
Amerigroup	99.66%	NA	100.00%
Children's Medical Center Health Plan	95.34%	NA	96.43%
Molina Healthcare of Texas	97.69%	NA	100.00%
Parkland	94.83%	NA	98.26%
Superior HealthPlan	95.43%	NA	100.00%
Pediatrician			
Amerigroup	96.20%	NA	100.00%
Children's Medical Center Health Plan	99.05%	NA	100.00%
Molina Healthcare of Texas	99.30%	NA	100.00%
Parkland	97.29%	NA	100.00%
Superior HealthPlan	96.47%	NA	100.00%
Pharmacy			
Amerigroup	90.12%	NA	100.00%
Children's Medical Center Health Plan	90.71%	NA	100.00%
Molina Healthcare of Texas	77.54%	NA	95.59%
Parkland	89.71%	NA	100.00%
Superior HealthPlan	85.86%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Prenatal			
Amerigroup	97.34%	NA	100.00%
Children's Medical Center Health Plan	96.26%	NA	100.00%
Molina Healthcare of Texas	98.28%	NA	100.00%
Parkland	96.98%	NA	98.65%
Superior HealthPlan	96.00%	NA	100.00%
Psychiatrist			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	100.00%	NA	100.00%
Molina Healthcare of Texas	99.75%	NA	100.00%
Parkland	100.00%	NA	100.00%
Superior HealthPlan	99.39%	NA	100.00%
Targeted Case Management			
Amerigroup	98.41%	NA	100.00%
Children's Medical Center Health Plan	98.70%	NA	100.00%
Molina Healthcare of Texas	96.32%	NA	100.00%
Parkland	97.31%	NA	100.00%
Superior HealthPlan	98.81%	NA	100.00%
Therapies - OT, PT, or ST			
Amerigroup	99.98%	NA	100.00%
Children's Medical Center Health Plan	99.97%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	100.00%
Parkland	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Urologist			
Amerigroup	99.31%	NA	100.00%
Children's Medical Center Health Plan	98.08%	NA	94.05%
Molina Healthcare of Texas	99.46%	NA	100.00%
Parkland	94.79%	NA	100.00%
Superior HealthPlan	96.89%	NA	100.00%
El Paso			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Acute Care Hospital	100.00%	NA	0.00%
Amerigroup	100.00%	NA	0.00%
El Paso Health	100.00%	NA	0.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	0.00%
Audiologist			
Amerigroup	100.00%	NA	100.00%
El Paso Health	99.99%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.99%	NA	100.00%
Behavior Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
El Paso Health	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
Cardiovascular Disease			
Amerigroup	99.96%	NA	100.00%
El Paso Health	99.96%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.97%	NA	55.56%
ENT (otolaryngology)			
Amerigroup	100.00%	NA	100.00%
El Paso Health	99.99%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
General Surgeon			
Amerigroup	99.98%	NA	100.00%
El Paso Health	99.98%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.98%	NA	55.56%
Nursing Facility			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	100.00%
OB/GYN			
Amerigroup	100.00%	NA	100.00%
El Paso Health	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
Ophthalmologist			
Amerigroup	99.96%	NA	100.00%
El Paso Health	99.96%	NA	92.86%
Molina Healthcare of Texas	99.98%	NA	NA
Superior HealthPlan	99.97%	NA	55.56%
Orthopedist			
Amerigroup	99.98%	NA	100.00%
El Paso Health	99.98%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.98%	NA	55.56%
Pediatrician			
Amerigroup	100.00%	NA	NA
El Paso Health	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
Pharmacy			
Amerigroup	88.67%	NA	0.00%
El Paso Health	84.78%	NA	0.00%
Molina Healthcare of Texas	69.08%	NA	NA
Superior HealthPlan	82.78%	NA	0.00%
Prenatal			
Amerigroup	99.91%	NA	NA
El Paso Health	99.95%	NA	0.00%
Molina Healthcare of Texas	100.00%	NA	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	98.58%	NA	0.00%
Psychiatrist			
Amerigroup	100.00%	NA	100.00%
El Paso Health	99.99%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.99%	NA	55.56%
Targeted Case Management			
Amerigroup	99.98%	NA	100.00%
El Paso Health	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	NA	100.00%
El Paso Health	100.00%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	55.56%
Urologist			
Amerigroup	100.00%	NA	100.00%
El Paso Health	100.00%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.98%	NA	55.56%
Harris			
Acute Care Hospital			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Audiologist			
Amerigroup	98.81%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	95.56%	100.00%	100.00%
Superior HealthPlan	99.96%	100.00%	100.00%
Texas Children's Health Plan	99.19%	100.00%	100.00%
UnitedHealthcare Community Plan	98.54%	100.00%	100.00%
Behavior Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	99.99%	100.00%	100.00%
Community Health Choice	99.98%	100.00%	100.00%
Molina Healthcare of Texas	99.96%	100.00%	100.00%
Superior HealthPlan	98.37%	100.00%	100.00%
Texas Children's Health Plan	99.90%	99.42%	100.00%
UnitedHealthcare Community Plan	99.96%	100.00%	100.00%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	98.57%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	99.26%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	98.91%	100.00%	100.00%
General Surgeon			
Amerigroup	99.91%	100.00%	100.00%
Community Health Choice	99.94%	100.00%	100.00%
Molina Healthcare of Texas	99.93%	100.00%	100.00%
Superior HealthPlan	99.74%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Texas Children's Health Plan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	98.07%	100.00%	100.00%
Nursing Facility			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.98%	100.00%	100.00%
Community Health Choice	99.98%	100.00%	100.00%
Molina Healthcare of Texas	99.98%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	99.80%	96.71%	100.00%
Orthopedist			
Amerigroup	99.95%	100.00%	100.00%
Community Health Choice	99.99%	100.00%	100.00%
Molina Healthcare of Texas	95.65%	100.00%	100.00%
Superior HealthPlan	99.34%	91.18%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.96%	100.00%	100.00%
Pediatrician			
Amerigroup	99.97%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.96%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	99.87%	100.00%	100.00%
Texas Children's Health Plan	99.98%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			
Amerigroup	94.40%	70.17%	99.57%
Community Health Choice	92.62%	70.99%	99.75%
Molina Healthcare of Texas	73.55%	15.38%	79.47%
Superior HealthPlan	88.53%	50.00%	99.34%
Texas Children's Health Plan	87.58%	63.76%	92.55%
UnitedHealthcare Community Plan	92.80%	74.24%	99.27%
Prenatal			
Amerigroup	99.03%	100.00%	100.00%
Community Health Choice	99.77%	100.00%	100.00%
Molina Healthcare of Texas	99.59%	100.00%	100.00%
Superior HealthPlan	98.27%	100.00%	100.00%
Texas Children's Health Plan	99.64%	100.00%	100.00%
UnitedHealthcare Community Plan	99.73%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	99.10%	100.00%	95.36%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.65%	100.00%	99.68%
Targeted Case Management			
Amerigroup	98.93%	39.74%	100.00%
Community Health Choice	96.37%	57.26%	100.00%
Molina Healthcare of Texas	91.07%	70.59%	89.22%
Superior HealthPlan	98.73%	64.71%	100.00%
Texas Children's Health Plan	92.11%	1.27%	90.29%
UnitedHealthcare Community Plan	93.71%	34.57%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Amerigroup	99.98%	100.00%	99.94%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.99%	100.00%	100.00%
Superior HealthPlan	98.61%	100.00%	100.00%
Texas Children's Health Plan	99.60%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Hidalgo			
Acute Care Hospital			
Cigna-HealthSpring	100.00%	50.68%	53.52%
Driscoll Health Plan	100.00%	99.84%	49.55%
Molina Healthcare of Texas	99.99%	49.12%	35.46%
Superior HealthPlan	100.00%	99.88%	50.21%
UnitedHealthcare Community Plan	100.00%	69.84%	46.87%
Audiologist			
Cigna-HealthSpring	68.14%	1.83%	95.77%
Driscoll Health Plan	99.99%	53.37%	99.91%
Molina Healthcare of Texas	99.99%	56.62%	98.31%
Superior HealthPlan	15.77%	0.00%	58.80%
UnitedHealthcare Community Plan	99.99%	69.68%	97.84%
Behavior Health - Outpatient			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Driscoll Health Plan	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	99.97%	100.00%
Cardiovascular Disease			
Cigna-HealthSpring	99.80%	100.00%	100.00%
Driscoll Health Plan	96.16%	100.00%	100.00%
Molina Healthcare of Texas	99.53%	53.75%	97.52%
Superior HealthPlan	99.62%	9.81%	99.96%
UnitedHealthcare Community Plan	99.57%	43.38%	96.70%
ENT (otolaryngology)			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Driscoll Health Plan	100.00%	53.37%	99.91%
Molina Healthcare of Texas	99.99%	56.62%	98.31%
Superior HealthPlan	79.67%	100.00%	100.00%
UnitedHealthcare Community Plan	86.11%	70.00%	53.70%
General Surgeon			
Cigna-HealthSpring	99.88%	70.78%	100.00%
Driscoll Health Plan	99.98%	100.00%	100.00%
Molina Healthcare of Texas	99.92%	71.26%	100.00%
Superior HealthPlan	99.93%	100.00%	100.00%
UnitedHealthcare Community Plan	99.97%	100.00%	100.00%
Nursing Facility			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
OB/GYN			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Driscoll Health Plan	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.99%	100.00%	100.00%
Superior HealthPlan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	99.99%	100.00%	100.00%
Ophthalmologist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Cigna-HealthSpring	99.91%	70.78%	100.00%
Driscoll Health Plan	99.93%	95.66%	99.91%
Molina Healthcare of Texas	99.94%	71.46%	97.52%
Superior HealthPlan	99.93%	74.33%	99.69%
UnitedHealthcare Community Plan	99.97%	64.81%	99.89%
Orthopedist			
Cigna-HealthSpring	99.97%	76.26%	100.00%
Driscoll Health Plan	99.98%	100.00%	98.78%
Molina Healthcare of Texas	99.98%	75.24%	97.52%
Superior HealthPlan	99.97%	74.42%	99.35%
UnitedHealthcare Community Plan	99.99%	65.06%	99.89%
Pediatrician			
Driscoll Health Plan	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.99%	81.93%	98.54%
Superior HealthPlan	99.97%	22.75%	100.00%
UnitedHealthcare Community Plan	99.99%	100.00%	100.00%
Pharmacy			
Driscoll Health Plan	77.31%	88.84%	78.47%
Molina Healthcare of Texas	60.03%	38.17%	34.43%
Superior HealthPlan	72.43%	87.58%	99.18%
UnitedHealthcare Community Plan	74.33%	87.00%	98.89%
Prenatal			
Cigna-HealthSpring	99.17%	100.00%	57.14%
Driscoll Health Plan	99.96%	99.83%	100.00%
Molina Healthcare of Texas	99.59%	100.00%	53.91%
Superior HealthPlan	99.40%	99.55%	100.00%
UnitedHealthcare Community Plan	99.82%	99.78%	100.00%
Psychiatrist			
Cigna-HealthSpring	100.00%	36.53%	100.00%
Driscoll Health Plan	77.88%	39.47%	71.18%
Molina Healthcare of Texas	99.99%	43.89%	99.22%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	84.22%	36.19%	50.79%
UnitedHealthcare Community Plan	100.00%	51.62%	97.38%
Targeted Case Management			
Cigna-HealthSpring	74.09%	1.37%	100.00%
Driscoll Health Plan	74.20%	1.40%	80.21%
Molina Healthcare of Texas	25.24%	0.00%	62.45%
Superior HealthPlan	79.10%	1.29%	98.73%
UnitedHealthcare Community Plan	78.02%	1.54%	97.84%
Therapies - OT, PT, or ST			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Driscoll Health Plan	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Cigna-HealthSpring	100.00%	81.74%	95.77%
Driscoll Health Plan	100.00%	100.00%	98.68%
Molina Healthcare of Texas	99.99%	82.39%	97.52%
Superior HealthPlan	100.00%	82.79%	99.65%
UnitedHealthcare Community Plan	98.33%	78.02%	91.01%
Jefferson			
Acute Care Hospital			
Amerigroup	100.00%	100.00%	87.32%
Community Health Choice	100.00%	100.00%	63.88%
Molina Healthcare of Texas	100.00%	98.07%	86.43%
Superior HealthPlan	100.00%	100.00%	88.67%
Texas Children's Health Plan	100.00%	100.00%	85.16%
UnitedHealthcare Community Plan	100.00%	100.00%	84.47%
Audiologist			
Amerigroup	100.00%	100.00%	99.64%
Community Health Choice	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	0.00%	68.71%	56.92%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	0.00%	76.41%	59.29%
UnitedHealthcare Community Plan	100.00%	100.00%	99.77%
Behavior Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	99.32%	97.54%	93.87%
Community Health Choice	99.83%	99.18%	99.25%
Molina Healthcare of Texas	99.29%	99.20%	98.30%
Superior HealthPlan	98.42%	96.02%	100.00%
Texas Children's Health Plan	99.79%	99.69%	99.10%
UnitedHealthcare Community Plan	99.31%	97.58%	97.52%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	99.64%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	0.00%	70.76%	96.21%
Superior HealthPlan	0.00%	67.16%	94.58%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	98.00%
General Surgeon			
Amerigroup	87.95%	100.00%	100.00%
Community Health Choice	99.82%	100.00%	98.71%
Molina Healthcare of Texas	99.81%	100.00%	100.00%
Superior HealthPlan	85.53%	100.00%	100.00%
Texas Children's Health Plan	98.99%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
UnitedHealthcare Community Plan	88.25%	100.00%	100.00%
Nursing Facility			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.35%	100.00%	96.31%
Community Health Choice	99.39%	99.10%	98.98%
Molina Healthcare of Texas	99.48%	99.32%	98.36%
Superior HealthPlan	98.42%	99.50%	100.00%
Texas Children's Health Plan	99.46%	99.03%	99.80%
UnitedHealthcare Community Plan	99.31%	98.74%	98.07%
Orthopedist			
Amerigroup	0.00%	78.09%	59.77%
Community Health Choice	99.83%	100.00%	97.24%
Molina Healthcare of Texas	95.80%	93.52%	98.53%
Superior HealthPlan	94.21%	88.56%	100.00%
Texas Children's Health Plan	98.51%	99.99%	95.77%
UnitedHealthcare Community Plan	99.75%	100.00%	97.97%
Pediatrician			
Amerigroup	88.45%	99.88%	99.83%
Community Health Choice	99.83%	100.00%	100.00%
Molina Healthcare of Texas	98.81%	100.00%	99.74%
Superior HealthPlan	87.04%	99.46%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Texas Children's Health Plan	98.84%	99.38%	100.00%
UnitedHealthcare Community Plan	99.87%	100.00%	100.00%
Pharmacy			
Amerigroup	85.78%	63.42%	97.82%
Community Health Choice	83.50%	52.49%	98.36%
Molina Healthcare of Texas	44.66%	57.96%	80.61%
Superior HealthPlan	75.26%	68.66%	95.57%
Texas Children's Health Plan	77.00%	51.91%	90.04%
UnitedHealthcare Community Plan	84.15%	63.39%	98.39%
Prenatal			
Amerigroup	99.84%	93.18%	94.12%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.32%	100.00%	95.79%
Superior HealthPlan	90.91%	47.06%	57.14%
Texas Children's Health Plan	97.40%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	99.92%	98.02%
Community Health Choice	100.00%	99.98%	98.98%
Molina Healthcare of Texas	100.00%	100.00%	98.36%
Superior HealthPlan	100.00%	94.03%	100.00%
Texas Children's Health Plan	100.00%	100.00%	98.95%
UnitedHealthcare Community Plan	100.00%	100.00%	98.78%
Targeted Case Management			
Amerigroup	100.00%	70.54%	100.00%
Community Health Choice	100.00%	57.35%	99.92%
Molina Healthcare of Texas	100.00%	69.62%	100.00%
Superior HealthPlan	100.00%	70.65%	100.00%
Texas Children's Health Plan	100.00%	33.81%	93.68%
UnitedHealthcare Community Plan	0.00%	3.58%	49.94%
Therapies - OT, PT, or ST			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	98.20%
Urologist			
Amerigroup	100.00%	99.84%	89.81%
Community Health Choice	0.00%	86.86%	63.34%
Molina Healthcare of Texas	100.00%	99.43%	96.95%
Superior HealthPlan	0.00%	58.71%	82.76%
Texas Children's Health Plan	0.00%	78.61%	61.75%
UnitedHealthcare Community Plan	0.00%	82.44%	62.89%
Lubbock			
Acute Care Hospital			
Amerigroup	100.00%	NA	98.79%
FirstCare	0.01%	NA	34.00%
Superior HealthPlan	100.00%	NA	99.97%
Audiologist			
Amerigroup	100.00%	NA	100.00%
FirstCare	0.00%	NA	0.00%
Superior HealthPlan	99.99%	NA	100.00%
Behavior Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
FirstCare	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Cardiovascular Disease			
Amerigroup	99.97%	NA	99.88%
FirstCare	42.95%	NA	22.96%
Superior HealthPlan	99.93%	NA	99.96%
ENT (otolaryngology)			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	100.00%	NA	100.00%
FirstCare	0.00%	NA	0.00%
Superior HealthPlan	100.00%	NA	100.00%
General Surgeon			
Amerigroup	99.97%	NA	99.88%
FirstCare	99.97%	NA	99.93%
Superior HealthPlan	99.93%	NA	100.00%
Nursing Facility			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
OB/GYN			
Amerigroup	100.00%	NA	100.00%
FirstCare	42.37%	NA	51.84%
Superior HealthPlan	100.00%	NA	100.00%
Ophthalmologist			
Amerigroup	99.99%	NA	99.88%
FirstCare	57.03%	NA	77.31%
Superior HealthPlan	99.93%	NA	99.97%
Orthopedist			
Amerigroup	99.97%	NA	99.88%
FirstCare	57.03%	NA	86.24%
Superior HealthPlan	99.93%	NA	99.99%
Pediatrician			
Amerigroup	99.95%	NA	100.00%
FirstCare	42.79%	NA	52.60%
Superior HealthPlan	99.91%	NA	100.00%
Pharmacy			
Amerigroup	90.00%	NA	99.57%
FirstCare	90.64%	NA	99.19%
Superior HealthPlan	89.62%	NA	98.58%
Prenatal			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	98.30%	NA	100.00%
FirstCare	97.56%	NA	91.61%
Superior HealthPlan	97.84%	NA	95.44%
Psychiatrist			
Amerigroup	100.00%	NA	99.88%
FirstCare	0.24%	NA	73.89%
Superior HealthPlan	99.99%	NA	99.97%
Targeted Case Management			
Amerigroup	100.00%	NA	100.00%
FirstCare	0.00%	NA	0.00%
Superior HealthPlan	99.99%	NA	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	NA	99.88%
FirstCare	100.00%	NA	99.99%
Superior HealthPlan	100.00%	NA	99.99%
Urologist			
Amerigroup	62.36%	NA	90.68%
FirstCare	100.00%	NA	99.89%
Superior HealthPlan	51.95%	NA	55.98%
MRSA Central Texas			
Acute Care Hospital			
Amerigroup	99.99%	100.00%	97.03%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	95.66%
Right Care from Scott and White Health Plans	99.70%	100.00%	91.67%
Superior HealthPlan	100.00%	100.00%	98.66%
UnitedHealthcare Community Plan	100.00%	100.00%	92.52%
Audiologist			
Amerigroup	63.86%	100.00%	65.56%
Blue Cross and Blue Shield of Texas	79.57%	100.00%	95.21%
Right Care from Scott and White Health Plans	61.41%	73.68%	69.94%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	68.86%	100.00%	95.61%
UnitedHealthcare Community Plan	65.37%	100.00%	73.42%
Behavior Health - Outpatient			
Amerigroup	100.00%	99.74%	100.00%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Right Care from Scott and White Health Plans	100.00%	77.83%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	80.73%	97.66%	100.00%
Blue Cross and Blue Shield of Texas	76.52%	97.64%	99.85%
Right Care from Scott and White Health Plans	52.36%	89.14%	83.79%
Superior HealthPlan	99.39%	99.86%	100.00%
UnitedHealthcare Community Plan	99.36%	99.49%	94.70%
ENT (otolaryngology)			
Amerigroup	99.99%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	99.40%
Right Care from Scott and White Health Plans	83.93%	73.68%	84.72%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	89.94%
General Surgeon			
Amerigroup	99.45%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	99.96%	100.00%	99.55%
Right Care from Scott and White Health Plans	99.87%	100.00%	100.00%
Superior HealthPlan	99.75%	99.96%	100.00%
UnitedHealthcare Community Plan	99.98%	100.00%	99.96%
Nursing Facility			
Superior HealthPlan	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Right Care from Scott and White Health Plans	99.92%	100.00%	98.47%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	97.44%	99.61%	96.77%
Blue Cross and Blue Shield of Texas	99.42%	100.00%	93.11%
Right Care from Scott and White Health Plans	61.99%	96.56%	92.92%
Superior HealthPlan	99.61%	100.00%	100.00%
UnitedHealthcare Community Plan	99.37%	100.00%	95.01%
Orthopedist			
Amerigroup	99.46%	99.35%	98.70%
Blue Cross and Blue Shield of Texas	99.85%	100.00%	100.00%
Right Care from Scott and White Health Plans	99.75%	99.87%	99.66%
Superior HealthPlan	99.75%	97.27%	100.00%
UnitedHealthcare Community Plan	99.95%	99.66%	88.91%
Pediatrician			
Amerigroup	60.86%	97.94%	88.53%
Blue Cross and Blue Shield of Texas	99.54%	98.80%	100.00%
Right Care from Scott and White Health Plans	100.00%	99.92%	100.00%
Superior HealthPlan	45.47%	94.80%	99.76%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			
Amerigroup	84.87%	85.98%	98.73%
Blue Cross and Blue Shield of Texas	69.63%	41.89%	97.46%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Right Care from Scott and White Health Plans	79.19%	85.08%	97.93%
Superior HealthPlan	81.34%	86.30%	98.67%
UnitedHealthcare Community Plan	86.67%	87.31%	97.13%
Prenatal			
Amerigroup	96.30%	100.00%	98.52%
Blue Cross and Blue Shield of Texas	95.51%	97.73%	100.00%
Right Care from Scott and White Health Plans	96.92%	100.00%	96.77%
Superior HealthPlan	97.00%	99.13%	97.75%
UnitedHealthcare Community Plan	98.31%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	100.00%	97.58%
Blue Cross and Blue Shield of Texas	0.00%	0.00%	21.26%
Right Care from Scott and White Health Plans	100.00%	100.00%	97.39%
Superior HealthPlan	100.00%	100.00%	99.77%
UnitedHealthcare Community Plan	100.00%	100.00%	89.80%
Targeted Case Management			
Amerigroup	74.26%	5.32%	98.66%
Blue Cross and Blue Shield of Texas	99.89%	7.77%	79.04%
Right Care from Scott and White Health Plans	0.00%	0.00%	0.00%
Superior HealthPlan	99.79%	8.08%	100.00%
UnitedHealthcare Community Plan	38.83%	1.35%	54.72%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	98.93%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Right Care from Scott and White Health Plans	100.00%	100.00%	98.99%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	99.29%
Urologist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	100.00%	100.00%	95.83%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	98.95%
Right Care from Scott and White Health Plans	83.93%	72.81%	68.82%
Superior HealthPlan	99.84%	99.14%	94.77%
UnitedHealthcare Community Plan	100.00%	100.00%	79.56%
MRSA Northeast Texas			
Acute Care Hospital			
Amerigroup	99.72%	95.57%	92.02%
Cigna-HealthSpring	99.59%	99.36%	95.99%
Superior HealthPlan	99.48%	99.72%	97.49%
Texas Children's Health Plan	99.66%	96.44%	81.33%
UnitedHealthcare Community Plan	99.39%	84.31%	95.07%
Audiologist			
Amerigroup	41.09%	74.41%	89.23%
Cigna-HealthSpring	40.61%	73.06%	90.98%
Superior HealthPlan	52.58%	74.92%	92.39%
Texas Children's Health Plan	0.34%	7.32%	48.11%
UnitedHealthcare Community Plan	44.94%	71.72%	66.85%
Behavior Health - Outpatient			
Amerigroup	100.00%	99.96%	100.00%
Cigna-HealthSpring	99.97%	100.00%	100.00%
Superior HealthPlan	99.57%	100.00%	100.00%
Texas Children's Health Plan	99.86%	99.87%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	96.33%	95.13%	99.90%
Cigna-HealthSpring	97.47%	98.56%	99.40%
Superior HealthPlan	97.32%	89.76%	99.83%
Texas Children's Health Plan	77.33%	93.15%	100.00%
UnitedHealthcare Community Plan	97.49%	99.68%	99.61%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
ENT (otolaryngology)			
Amerigroup	81.26%	100.00%	99.71%
Cigna-HealthSpring	82.13%	100.00%	99.40%
Superior HealthPlan	99.19%	100.00%	100.00%
Texas Children's Health Plan	99.14%	100.00%	100.00%
UnitedHealthcare Community Plan	99.34%	100.00%	99.37%
General Surgeon			
Amerigroup	99.26%	100.00%	100.00%
Cigna-HealthSpring	97.91%	100.00%	99.60%
Superior HealthPlan	97.60%	100.00%	100.00%
Texas Children's Health Plan	88.06%	99.93%	100.00%
UnitedHealthcare Community Plan	93.76%	99.89%	100.00%
Nursing Facility			
Cigna-HealthSpring	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	99.65%	100.00%	100.00%
Cigna-HealthSpring	99.57%	100.00%	100.00%
Superior HealthPlan	99.20%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.96%	100.00%	99.44%
Ophthalmologist			
Amerigroup	94.32%	76.09%	99.53%
Cigna-HealthSpring	97.13%	78.64%	99.67%
Superior HealthPlan	96.77%	89.68%	99.84%
Texas Children's Health Plan	77.37%	75.84%	94.97%
UnitedHealthcare Community Plan	86.34%	82.71%	98.30%
Orthopedist			
Amerigroup	96.13%	89.78%	99.75%
Cigna-HealthSpring	88.15%	93.88%	99.60%
Superior HealthPlan	97.57%	99.81%	99.83%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Texas Children's Health Plan	85.38%	91.95%	100.00%
UnitedHealthcare Community Plan	89.67%	99.91%	99.57%
Pediatrician			
Amerigroup	66.75%	71.77%	100.00%
Superior HealthPlan	47.86%	57.77%	98.07%
Texas Children's Health Plan	60.77%	76.44%	100.00%
UnitedHealthcare Community Plan	90.11%	99.12%	99.84%
Pharmacy			
Amerigroup	71.68%	71.24%	97.78%
Superior HealthPlan	69.01%	71.94%	96.66%
Texas Children's Health Plan	0.00%	0.00%	0.00%
UnitedHealthcare Community Plan	75.11%	73.05%	97.58%
Prenatal			
Amerigroup	91.79%	99.71%	96.90%
Cigna-HealthSpring	94.84%	99.84%	97.37%
Superior HealthPlan	92.02%	98.56%	93.69%
Texas Children's Health Plan	92.37%	100.00%	100.00%
UnitedHealthcare Community Plan	98.58%	100.00%	100.00%
Psychiatrist			
Amerigroup	99.70%	95.95%	99.92%
Cigna-HealthSpring	99.53%	100.00%	95.06%
Superior HealthPlan	89.63%	86.51%	98.77%
Texas Children's Health Plan	99.14%	87.05%	99.28%
UnitedHealthcare Community Plan	99.15%	98.57%	99.80%
Targeted Case Management			
Amerigroup	75.54%	70.06%	97.70%
Cigna-HealthSpring	82.03%	53.11%	95.66%
Superior HealthPlan	54.33%	51.45%	91.71%
Texas Children's Health Plan	0.00%	0.00%	0.18%
UnitedHealthcare Community Plan	77.97%	61.93%	95.66%
Therapies - OT, PT, or ST			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	99.87%	100.00%	100.00%
Cigna-HealthSpring	100.00%	100.00%	99.67%
Superior HealthPlan	100.00%	100.00%	99.91%
Texas Children's Health Plan	99.66%	100.00%	99.28%
UnitedHealthcare Community Plan	99.98%	100.00%	99.80%
Urologist			
Amerigroup	99.20%	100.00%	98.93%
Cigna-HealthSpring	99.59%	100.00%	94.12%
Superior HealthPlan	99.14%	99.94%	99.91%
Texas Children's Health Plan	57.62%	86.98%	92.82%
UnitedHealthcare Community Plan	99.10%	99.98%	94.20%
MRSA West Texas			
Acute Care Hospital			
Amerigroup	100.00%	85.05%	88.12%
FirstCare	0.00%	0.00%	1.57%
Superior HealthPlan	100.00%	100.00%	94.59%
Audiologist			
Amerigroup	75.44%	84.89%	58.14%
FirstCare	0.00%	0.00%	0.00%
Superior HealthPlan	72.76%	100.00%	73.16%
Behavior Health - Outpatient			
Amerigroup	100.00%	100.00%	99.97%
FirstCare	34.19%	99.08%	73.38%
Superior HealthPlan	100.00%	100.00%	99.30%
Cardiovascular Disease			
Amerigroup	99.49%	100.00%	82.37%
FirstCare	0.00%	99.08%	11.75%
Superior HealthPlan	99.09%	100.00%	85.24%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	81.85%
FirstCare	0.00%	99.08%	10.83%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	99.83%	100.00%	95.84%
General Surgeon			
Amerigroup	99.51%	84.93%	96.53%
FirstCare	35.36%	99.08%	32.79%
Superior HealthPlan	99.09%	99.90%	95.47%
Nursing Facility			
Amerigroup	100.00%	100.00%	93.87%
Superior HealthPlan	100.00%	100.00%	99.12%
OB/GYN			
Amerigroup	100.00%	100.00%	97.75%
FirstCare	78.83%	98.53%	66.54%
Superior HealthPlan	100.00%	100.00%	96.44%
Ophthalmologist			
Amerigroup	99.50%	84.89%	83.35%
FirstCare	0.00%	0.00%	4.71%
Superior HealthPlan	99.17%	100.00%	85.19%
Orthopedist			
Amerigroup	99.51%	99.96%	91.04%
FirstCare	0.00%	99.08%	20.67%
Superior HealthPlan	99.12%	100.00%	87.48%
Pediatrician			
Amerigroup	64.33%	0.00%	77.37%
FirstCare	42.39%	99.19%	47.78%
Superior HealthPlan	76.21%	93.54%	72.31%
Pharmacy			
Amerigroup	79.80%	89.74%	95.98%
FirstCare	82.99%	90.81%	95.94%
Superior HealthPlan	80.24%	88.22%	96.15%
Prenatal			
Amerigroup	98.03%	100.00%	94.30%
FirstCare	79.61%	98.01%	54.80%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	96.57%	99.93%	84.25%
Psychiatrist			
Amerigroup	100.00%	100.00%	87.91%
FirstCare	0.00%	0.00%	3.50%
Superior HealthPlan	100.00%	99.05%	67.33%
Targeted Case Management			
Amerigroup	74.87%	100.00%	75.31%
FirstCare	0.00%	0.00%	0.00%
Superior HealthPlan	72.45%	99.97%	69.47%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	88.47%
FirstCare	77.23%	0.00%	46.36%
Superior HealthPlan	100.00%	100.00%	90.83%
Urologist			
Amerigroup	100.00%	96.65%	71.72%
FirstCare	43.11%	99.08%	28.43%
Superior HealthPlan	97.88%	100.00%	70.85%
Nueces			
Acute Care Hospital			
Driscoll Health Plan	100.00%	100.00%	99.75%
Superior HealthPlan	100.00%	100.00%	99.68%
UnitedHealthcare Community Plan	100.00%	100.00%	97.09%
Audiologist			
Driscoll Health Plan	83.08%	100.00%	92.20%
Superior HealthPlan	76.26%	100.00%	95.33%
UnitedHealthcare Community Plan	84.62%	100.00%	90.49%
Behavior Health - Outpatient			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Driscoll Health Plan	99.96%	100.00%	100.00%
Superior HealthPlan	99.76%	99.06%	100.00%
UnitedHealthcare Community Plan	98.27%	96.70%	99.23%
ENT (otolaryngology)			
Driscoll Health Plan	99.95%	100.00%	99.92%
Superior HealthPlan	99.87%	100.00%	100.00%
UnitedHealthcare Community Plan	99.40%	100.00%	97.32%
General Surgeon			
Driscoll Health Plan	99.48%	99.59%	100.00%
Superior HealthPlan	77.27%	100.00%	100.00%
UnitedHealthcare Community Plan	99.87%	100.00%	100.00%
Nursing Facility			
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	97.90%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Driscoll Health Plan	97.80%	97.14%	99.28%
Superior HealthPlan	98.07%	96.81%	100.00%
UnitedHealthcare Community Plan	98.22%	96.70%	99.31%
Orthopedist			
Driscoll Health Plan	98.08%	98.00%	99.93%
Superior HealthPlan	98.21%	97.18%	99.17%
UnitedHealthcare Community Plan	89.68%	97.03%	95.02%
Pediatrician			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	75.17%	97.07%	96.07%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Driscoll Health Plan	88.42%	93.21%	99.31%
Superior HealthPlan	88.26%	91.54%	99.27%
UnitedHealthcare Community Plan	88.55%	95.57%	76.73%
Prenatal			
Driscoll Health Plan	99.63%	100.00%	100.00%
Superior HealthPlan	98.12%	65.78%	99.89%
UnitedHealthcare Community Plan	99.33%	100.00%	100.00%
Psychiatrist			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	76.39%	100.00%	100.00%
UnitedHealthcare Community Plan	99.95%	100.00%	99.39%
Targeted Case Management			
Driscoll Health Plan	0.00%	0.00%	13.82%
Superior HealthPlan	99.89%	85.85%	100.00%
UnitedHealthcare Community Plan	99.90%	86.14%	100.00%
Therapies - OT, PT, or ST			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Driscoll Health Plan	99.95%	100.00%	98.45%
Superior HealthPlan	99.87%	100.00%	99.68%
UnitedHealthcare Community Plan	99.95%	100.00%	98.54%
Tarrant			
Acute Care Hospital			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	88.19%	NA
Superior HealthPlan	100.00%	100.00%	NA
Audiologist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Aetna Better Health	99.65%	100.00%	NA
Amerigroup	97.58%	100.00%	NA
Cigna-HealthSpring	89.34%	100.00%	NA
Cook Children's Health Plan	99.79%	100.00%	NA
Superior HealthPlan	96.67%	100.00%	NA
Behavior Health - Outpatient			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	74.91%	NA
Superior HealthPlan	100.00%	100.00%	NA
Cardiovascular Disease			
Aetna Better Health	99.80%	100.00%	NA
Amerigroup	99.54%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
Cook Children's Health Plan	99.93%	91.84%	NA
Superior HealthPlan	97.26%	98.55%	NA
ENT (otolaryngology)			
Aetna Better Health	99.90%	100.00%	NA
Amerigroup	99.91%	100.00%	NA
Cigna-HealthSpring	99.31%	100.00%	NA
Cook Children's Health Plan	99.98%	100.00%	NA
Superior HealthPlan	99.68%	100.00%	NA
General Surgeon			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	99.83%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
Cook Children's Health Plan	98.46%	100.00%	NA
Superior HealthPlan	97.49%	100.00%	NA
Nursing Facility			
Amerigroup	100.00%	100.00%	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Cigna-HealthSpring	100.00%	100.00%	NA
OB/GYN			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	99.58%	100.00%	NA
Cook Children's Health Plan	100.00%	100.00%	NA
Superior HealthPlan	100.00%	100.00%	NA
Ophthalmologist			
Aetna Better Health	93.95%	88.19%	NA
Amerigroup	97.71%	90.47%	NA
Cigna-HealthSpring	96.23%	82.48%	NA
Cook Children's Health Plan	95.31%	83.84%	NA
Superior HealthPlan	93.66%	92.75%	NA
Orthopedist			
Aetna Better Health	98.58%	94.63%	NA
Amerigroup	99.64%	94.68%	NA
Cigna-HealthSpring	98.18%	100.00%	NA
Cook Children's Health Plan	99.56%	100.00%	NA
Superior HealthPlan	100.00%	98.55%	NA
Pediatrician			
Aetna Better Health	97.21%	100.00%	NA
Amerigroup	98.73%	100.00%	NA
Cook Children's Health Plan	96.95%	99.66%	NA
Superior HealthPlan	95.06%	98.46%	NA
Pharmacy			
Aetna Better Health	89.83%	65.39%	NA
Amerigroup	90.24%	65.29%	NA
Cook Children's Health Plan	90.57%	64.95%	NA
Superior HealthPlan	83.07%	72.46%	NA
Prenatal			
Aetna Better Health	98.78%	100.00%	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	98.90%	100.00%	NA
Cigna-HealthSpring	98.78%	100.00%	NA
Cook Children's Health Plan	98.52%	97.93%	NA
Superior HealthPlan	98.30%	100.00%	NA
Psychiatrist			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
Cook Children's Health Plan	99.68%	100.00%	NA
Superior HealthPlan	99.50%	100.00%	NA
Targeted Case Management			
Aetna Better Health	85.98%	45.40%	NA
Amerigroup	88.92%	0.00%	NA
Cigna-HealthSpring	99.60%	56.20%	NA
Cook Children's Health Plan	0.00%	0.00%	NA
Superior HealthPlan	90.24%	34.78%	NA
Therapies - OT, PT, or ST			
Aetna Better Health	99.99%	100.00%	NA
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	99.67%	100.00%	NA
Cook Children's Health Plan	100.00%	100.00%	NA
Superior HealthPlan	99.82%	100.00%	NA
Urologist			
Aetna Better Health	98.08%	100.00%	NA
Amerigroup	99.73%	100.00%	NA
Cigna-HealthSpring	98.16%	87.59%	NA
Cook Children's Health Plan	97.91%	100.00%	NA
Superior HealthPlan	99.64%	100.00%	NA
Travis			
Acute Care Hospital			
Amerigroup	99.89%	85.49%	97.95%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Blue Cross and Blue Shield of Texas	100.00%	90.33%	79.27%
Dell Children's Health Plan	99.94%	89.12%	48.29%
Superior HealthPlan	100.00%	93.67%	97.07%
UnitedHealthcare Community Plan	100.00%	88.85%	57.98%
Audiologist			
Amerigroup	96.97%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	99.96%	100.00%	100.00%
UnitedHealthcare Community Plan	99.29%	100.00%	100.00%
Behavior Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	99.66%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	96.53%	94.36%	100.00%
Dell Children's Health Plan	94.13%	89.80%	92.25%
Superior HealthPlan	99.90%	100.00%	100.00%
UnitedHealthcare Community Plan	99.92%	100.00%	100.00%
ENT (otolaryngology)			
Amerigroup	99.83%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	99.86%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	99.89%	100.00%	100.00%
General Surgeon			
Amerigroup	98.06%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	98.05%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Dell Children's Health Plan	99.67%	100.00%	100.00%
Superior HealthPlan	99.11%	100.00%	100.00%
UnitedHealthcare Community Plan	99.52%	100.00%	100.00%
Nursing Facility			
Amerigroup	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.83%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	99.80%	100.00%	100.00%
Dell Children's Health Plan	99.66%	100.00%	100.00%
Superior HealthPlan	99.85%	100.00%	100.00%
UnitedHealthcare Community Plan	99.50%	100.00%	100.00%
Orthopedist			
Amerigroup	99.69%	92.29%	88.36%
Blue Cross and Blue Shield of Texas	99.28%	100.00%	100.00%
Dell Children's Health Plan	99.82%	100.00%	100.00%
Superior HealthPlan	95.61%	95.72%	100.00%
UnitedHealthcare Community Plan	99.81%	100.00%	100.00%
Pediatrician			
Blue Cross and Blue Shield of Texas	99.92%	93.43%	100.00%
Dell Children's Health Plan	99.93%	94.60%	100.00%
Superior HealthPlan	98.32%	95.06%	100.00%
Pharmacy			
Blue Cross and Blue Shield of Texas	81.58%	42.04%	95.94%
Dell Children's Health Plan	82.16%	41.36%	97.38%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	78.69%	44.24%	97.65%
Prenatal			
Amerigroup	98.05%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	98.56%	100.00%	100.00%
Dell Children's Health Plan	99.16%	100.00%	100.00%
Superior HealthPlan	97.28%	100.00%	100.00%
UnitedHealthcare Community Plan	99.40%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	100.00%	99.32%
Blue Cross and Blue Shield of Texas	97.94%	100.00%	88.58%
Dell Children's Health Plan	100.00%	100.00%	99.82%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	98.83%
Targeted Case Management			
Amerigroup	99.57%	71.20%	100.00%
Blue Cross and Blue Shield of Texas	99.47%	77.20%	100.00%
Dell Children's Health Plan	99.68%	79.33%	100.00%
Superior HealthPlan	99.59%	85.90%	100.00%
UnitedHealthcare Community Plan	99.66%	69.91%	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	100.00%
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Amerigroup	100.00%	100.00%	89.04%
Blue Cross and Blue Shield of Texas	99.99%	100.00%	100.00%
Dell Children's Health Plan	98.76%	100.00%	92.61%
Superior HealthPlan	99.78%	100.00%	99.95%
UnitedHealthcare Community Plan	100.00%	100.00%	88.72%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
STAR: Percent of Members within distance standard of one In-Network provider			
Bexar			
Acute Care Hospital			
Aetna Better Health	100.00%	95.34%	96.37%
Amerigroup	100.00%	96.75%	97.44%
Community First Health Plans	100.00%	97.07%	98.54%
Superior HealthPlan	100.00%	100.00%	99.95%
Audiologist			
Aetna Better Health	99.98%	100.00%	100.00%
Amerigroup	97.19%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Behavior Health - Outpatient			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Aetna Better Health	99.73%	100.00%	100.00%
Amerigroup	99.79%	100.00%	100.00%
Community First Health Plans	99.59%	100.00%	100.00%
Superior HealthPlan	99.67%	100.00%	100.00%
ENT (otolaryngology)			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	97.79%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
General Surgeon			
Aetna Better Health	99.83%	100.00%	100.00%
Amerigroup	99.89%	99.35%	100.00%
Community First Health Plans	99.81%	100.00%	100.00%
Superior HealthPlan	99.81%	100.00%	100.00%
OB/GYN			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Ophthalmologist			
Aetna Better Health	97.29%	95.65%	100.00%
Amerigroup	98.99%	96.75%	100.00%
Community First Health Plans	99.58%	99.94%	100.00%
Superior HealthPlan	99.66%	100.00%	100.00%
Orthopedist			
Aetna Better Health	99.43%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	99.82%	99.27%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Pediatrician			
Aetna Better Health	99.92%	100.00%	100.00%
Amerigroup	99.87%	99.26%	100.00%
Community First Health Plans	99.26%	100.00%	100.00%
Superior HealthPlan	99.70%	99.52%	100.00%
Pharmacy			
Aetna Better Health	90.41%	59.31%	100.00%
Amerigroup	91.02%	60.14%	99.75%
Community First Health Plans	90.06%	60.11%	99.90%
Superior HealthPlan	90.19%	62.42%	99.74%
Prenatal			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Aetna Better Health	98.85%	100.00%	100.00%
Amerigroup	99.09%	100.00%	100.00%
Community First Health Plans	97.43%	99.15%	100.00%
Superior HealthPlan	99.04%	99.39%	99.85%
Psychiatrist			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	98.95%	100.00%	100.00%
Targeted Case Management			
Aetna Better Health	96.65%	61.49%	100.00%
Amerigroup	96.02%	53.25%	100.00%
Community First Health Plans	94.87%	62.44%	100.00%
Superior HealthPlan	99.43%	87.39%	100.00%
Therapies - OT, PT, or ST			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	99.99%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Aetna Better Health	100.00%	100.00%	100.00%
Amerigroup	100.00%	100.00%	100.00%
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Dallas			
Acute Care Hospital			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	100.00%
Parkland	100.00%	NA	100.00%
Audiologist			
Amerigroup	95.18%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	96.00%	NA	100.00%
Parkland	93.25%	NA	100.00%
Behavior Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	100.00%
Parkland	100.00%	NA	100.00%
Cardiovascular Disease			
Amerigroup	99.86%	NA	100.00%
Molina Healthcare of Texas	99.95%	NA	100.00%
Parkland	97.93%	NA	100.00%
ENT (otolaryngology)			
Amerigroup	99.92%	NA	100.00%
Molina Healthcare of Texas	98.49%	NA	100.00%
Parkland	99.90%	NA	100.00%
General Surgeon			
Amerigroup	98.81%	NA	100.00%
Molina Healthcare of Texas	99.26%	NA	100.00%
Parkland	98.15%	NA	100.00%
OB/GYN			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	99.69%	NA	100.00%
Parkland	99.77%	NA	100.00%
Ophthalmologist			
Amerigroup	96.67%	NA	99.77%
Molina Healthcare of Texas	96.04%	NA	100.00%
Parkland	92.86%	NA	99.03%
Orthopedist			
Amerigroup	99.66%	NA	100.00%
Molina Healthcare of Texas	98.08%	NA	100.00%
Parkland	94.83%	NA	98.26%
Pediatrician			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	96.09%	NA	100.00%
Molina Healthcare of Texas	99.30%	NA	100.00%
Parkland	97.29%	NA	100.00%
Pharmacy			
Amerigroup	90.14%	NA	100.00%
Molina Healthcare of Texas	77.54%	NA	95.59%
Parkland	89.71%	NA	100.00%
Prenatal			
Amerigroup	97.44%	NA	100.00%
Molina Healthcare of Texas	98.62%	NA	100.00%
Parkland	96.98%	NA	98.65%
Psychiatrist			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	99.76%	NA	100.00%
Parkland	100.00%	NA	100.00%
Targeted Case Management			
Amerigroup	98.45%	NA	100.00%
Molina Healthcare of Texas	97.29%	NA	100.00%
Parkland	97.31%	NA	100.00%
Therapies - OT, PT, or ST			
Amerigroup	99.98%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	100.00%
Parkland	100.00%	NA	100.00%
Urologist			
Amerigroup	99.30%	NA	100.00%
Molina Healthcare of Texas	99.47%	NA	100.00%
Parkland	94.79%	NA	100.00%
El Paso			
Acute Care Hospital			
El Paso Health	100.00%	NA	0.00%
Molina Healthcare of Texas	100.00%	NA	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	100.00%	NA	0.00%
Audiologist			
El Paso Health	99.99%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.99%	NA	100.00%
Behavior Health - Outpatient			
El Paso Health	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
Cardiovascular Disease			
El Paso Health	99.96%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.97%	NA	55.56%
ENT (otolaryngology)			
El Paso Health	99.99%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
General Surgeon			
El Paso Health	99.98%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.97%	NA	55.56%
OB/GYN			
El Paso Health	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
Ophthalmologist			
El Paso Health	99.96%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.97%	NA	55.56%
Orthopedist			
El Paso Health	99.98%	NA	92.86%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.98%	NA	55.56%
Pediatrician			
El Paso Health	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
Pharmacy			
El Paso Health	84.78%	NA	0.00%
Molina Healthcare of Texas	69.08%	NA	NA
Superior HealthPlan	82.56%	NA	0.00%
Prenatal			
El Paso Health	99.95%	NA	0.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	98.55%	NA	0.00%
Psychiatrist			
El Paso Health	99.99%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.99%	NA	55.56%
Targeted Case Management			
El Paso Health	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	100.00%
Therapies - OT, PT, or ST			
El Paso Health	100.00%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	55.56%
Urologist			
El Paso Health	100.00%	NA	92.86%
Molina Healthcare of Texas	100.00%	NA	NA
Superior HealthPlan	99.97%	NA	55.56%
Harris			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Acute Care Hospital			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Audiologist			
Amerigroup	98.90%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	95.17%	100.00%	100.00%
Texas Children's Health Plan	99.21%	100.00%	100.00%
UnitedHealthcare Community Plan	98.53%	100.00%	100.00%
Behavior Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	99.99%	100.00%	100.00%
Community Health Choice	99.98%	100.00%	100.00%
Molina Healthcare of Texas	99.96%	100.00%	100.00%
Texas Children's Health Plan	99.90%	99.50%	100.00%
UnitedHealthcare Community Plan	99.96%	100.00%	100.00%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	98.57%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	98.89%	100.00%	100.00%
General Surgeon			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	99.91%	100.00%	100.00%
Community Health Choice	99.94%	100.00%	100.00%
Molina Healthcare of Texas	99.92%	100.00%	100.00%
Texas Children's Health Plan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	98.07%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.99%	100.00%	100.00%
Community Health Choice	99.98%	100.00%	100.00%
Molina Healthcare of Texas	99.99%	100.00%	100.00%
Texas Children's Health Plan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	99.97%	100.00%	100.00%
Orthopedist			
Amerigroup	99.95%	100.00%	100.00%
Community Health Choice	99.99%	100.00%	100.00%
Molina Healthcare of Texas	95.22%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.97%	100.00%	100.00%
Pediatrician			
Amerigroup	99.98%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.96%	100.00%	100.00%
Texas Children's Health Plan	99.98%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			
Amerigroup	94.37%	69.90%	99.62%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Community Health Choice	92.62%	70.99%	99.75%
Molina Healthcare of Texas	73.55%	15.38%	79.47%
Texas Children's Health Plan	93.46%	67.01%	99.02%
UnitedHealthcare Community Plan	92.46%	72.96%	99.19%
Prenatal			
Amerigroup	99.02%	100.00%	100.00%
Community Health Choice	99.77%	100.00%	100.00%
Molina Healthcare of Texas	99.54%	100.00%	100.00%
Texas Children's Health Plan	99.65%	100.00%	100.00%
UnitedHealthcare Community Plan	99.70%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.71%	100.00%	100.00%
Targeted Case Management			
Amerigroup	99.07%	41.12%	100.00%
Community Health Choice	96.37%	57.26%	100.00%
Molina Healthcare of Texas	90.49%	68.29%	84.00%
Texas Children's Health Plan	92.14%	1.27%	90.04%
UnitedHealthcare Community Plan	93.64%	35.28%	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Amerigroup	99.99%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	99.99%	100.00%	100.00%
Texas Children's Health Plan	99.60%	100.00%	100.00%
UnitedHealthcare Community Plan	99.99%	100.00%	100.00%
Hidalgo			
Acute Care Hospital			
Driscoll Health Plan	100.00%	99.84%	49.36%
Molina Healthcare of Texas	100.00%	48.76%	33.72%
Superior HealthPlan	100.00%	99.90%	48.43%
UnitedHealthcare Community Plan	100.00%	69.27%	45.91%
Audiologist			
Driscoll Health Plan	99.99%	53.03%	99.90%
Molina Healthcare of Texas	99.99%	57.05%	98.55%
Superior HealthPlan	15.24%	0.00%	58.87%
UnitedHealthcare Community Plan	99.99%	68.99%	97.54%
Behavior Health - Outpatient			
Driscoll Health Plan	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	99.97%	100.00%
Cardiovascular Disease			
Driscoll Health Plan	96.20%	100.00%	100.00%
Molina Healthcare of Texas	99.52%	53.44%	97.83%
Superior HealthPlan	99.62%	9.79%	99.95%
UnitedHealthcare Community Plan	99.56%	43.75%	96.24%
ENT (otolaryngology)			
Driscoll Health Plan	100.00%	53.03%	99.90%
Molina Healthcare of Texas	100.00%	57.05%	98.55%
Superior HealthPlan	80.55%	100.00%	100.00%
UnitedHealthcare Community Plan	86.25%	69.33%	53.05%
General Surgeon			
Driscoll Health Plan	99.98%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	99.92%	70.99%	100.00%
Superior HealthPlan	99.93%	100.00%	100.00%
UnitedHealthcare Community Plan	99.96%	100.00%	100.00%
OB/GYN			
Driscoll Health Plan	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	99.99%	100.00%	100.00%
Ophthalmologist			
Driscoll Health Plan	99.93%	95.64%	99.90%
Molina Healthcare of Texas	99.94%	71.16%	97.83%
Superior HealthPlan	99.93%	74.08%	99.82%
UnitedHealthcare Community Plan	99.97%	64.63%	99.87%
Orthopedist			
Driscoll Health Plan	99.98%	100.00%	98.76%
Molina Healthcare of Texas	99.98%	74.72%	97.83%
Superior HealthPlan	99.97%	74.15%	99.64%
UnitedHealthcare Community Plan	99.99%	64.90%	99.87%
Pediatrician			
Driscoll Health Plan	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.99%	81.93%	98.54%
Superior HealthPlan	99.97%	22.71%	100.00%
UnitedHealthcare Community Plan	99.99%	100.00%	100.00%
Pharmacy			
Driscoll Health Plan	77.29%	88.90%	78.24%
Molina Healthcare of Texas	60.03%	38.17%	34.43%
Superior HealthPlan	72.06%	87.45%	99.37%
UnitedHealthcare Community Plan	74.14%	87.05%	98.72%
Prenatal			
Driscoll Health Plan	99.96%	99.82%	100.00%
Molina Healthcare of Texas	99.58%	100.00%	54.55%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	99.38%	99.56%	100.00%
UnitedHealthcare Community Plan	99.84%	99.77%	100.00%
Psychiatrist			
Driscoll Health Plan	77.81%	39.14%	70.80%
Molina Healthcare of Texas	100.00%	44.13%	99.28%
Superior HealthPlan	84.76%	35.89%	48.89%
UnitedHealthcare Community Plan	100.00%	50.72%	97.02%
Targeted Case Management			
Driscoll Health Plan	74.47%	1.29%	79.94%
Molina Healthcare of Texas	25.63%	0.00%	64.40%
Superior HealthPlan	82.98%	1.32%	100.00%
UnitedHealthcare Community Plan	77.61%	1.55%	97.54%
Therapies - OT, PT, or ST			
Driscoll Health Plan	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Driscoll Health Plan	100.00%	100.00%	98.67%
Molina Healthcare of Texas	100.00%	82.00%	97.83%
Superior HealthPlan	100.00%	82.53%	99.77%
UnitedHealthcare Community Plan	99.99%	77.78%	96.24%
Jefferson			
Acute Care Hospital			
Amerigroup	100.00%	100.00%	88.64%
Community Health Choice	100.00%	100.00%	63.88%
Molina Healthcare of Texas	100.00%	97.43%	87.24%
Texas Children's Health Plan	100.00%	100.00%	84.77%
UnitedHealthcare Community Plan	100.00%	100.00%	83.28%
Audiologist			
Amerigroup	100.00%	100.00%	99.78%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	0.00%	69.12%	56.12%
Texas Children's Health Plan	0.00%	76.58%	58.78%
UnitedHealthcare Community Plan	100.00%	100.00%	99.76%
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	99.46%	98.15%	94.65%
Community Health Choice	99.83%	99.18%	99.25%
Molina Healthcare of Texas	99.36%	99.26%	98.28%
Texas Children's Health Plan	99.77%	99.67%	99.17%
UnitedHealthcare Community Plan	99.24%	97.16%	97.19%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	99.78%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	0.00%	71.14%	97.09%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	97.58%
General Surgeon			
Amerigroup	88.73%	100.00%	100.00%
Community Health Choice	99.82%	100.00%	98.71%
Molina Healthcare of Texas	99.68%	100.00%	100.00%
Texas Children's Health Plan	98.95%	100.00%	100.00%
UnitedHealthcare Community Plan	87.78%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.46%	100.00%	96.96%
Community Health Choice	99.39%	99.10%	98.98%
Molina Healthcare of Texas	99.62%	99.63%	98.36%
Texas Children's Health Plan	99.44%	99.09%	100.00%
UnitedHealthcare Community Plan	99.30%	100.00%	98.55%
Orthopedist			
Amerigroup	0.00%	80.16%	63.82%
Community Health Choice	99.83%	100.00%	97.24%
Molina Healthcare of Texas	94.83%	94.30%	98.58%
Texas Children's Health Plan	98.45%	99.99%	96.06%
UnitedHealthcare Community Plan	99.86%	100.00%	97.72%
Pediatrician			
Amerigroup	88.45%	99.88%	99.83%
Community Health Choice	99.83%	100.00%	100.00%
Molina Healthcare of Texas	98.81%	100.00%	99.74%
Texas Children's Health Plan	98.80%	99.42%	100.00%
UnitedHealthcare Community Plan	99.85%	100.00%	100.00%
Pharmacy			
Amerigroup	85.78%	63.42%	97.82%
Community Health Choice	83.50%	52.49%	98.36%
Molina Healthcare of Texas	44.66%	57.96%	80.61%
Texas Children's Health Plan	84.61%	55.19%	98.17%
UnitedHealthcare Community Plan	83.93%	62.55%	98.29%
Prenatal			
Amerigroup	99.76%	94.20%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Texas Children's Health Plan	97.27%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	99.95%	98.12%
Community Health Choice	100.00%	99.98%	98.98%
Molina Healthcare of Texas	100.00%	100.00%	98.36%
Texas Children's Health Plan	100.00%	100.00%	99.03%
UnitedHealthcare Community Plan	100.00%	100.00%	98.59%
Targeted Case Management			
Amerigroup	100.00%	71.20%	100.00%
Community Health Choice	100.00%	57.35%	99.92%
Molina Healthcare of Texas	100.00%	70.77%	100.00%
Texas Children's Health Plan	100.00%	33.74%	93.99%
UnitedHealthcare Community Plan	0.00%	3.35%	49.27%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	100.00%
Community Health Choice	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	97.72%
Urologist			
Amerigroup	100.00%	99.85%	90.09%
Community Health Choice	0.00%	86.86%	63.34%
Molina Healthcare of Texas	100.00%	99.82%	96.87%
Texas Children's Health Plan	0.00%	78.81%	61.28%
UnitedHealthcare Community Plan	0.00%	83.45%	60.76%
Lubbock			
Acute Care Hospital			
Amerigroup	100.00%	NA	98.68%
FirstCare	0.01%	NA	34.00%
Superior HealthPlan	100.00%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Audiologist			
Amerigroup	100.00%	NA	100.00%
FirstCare	0.00%	NA	0.00%
Superior HealthPlan	100.00%	NA	100.00%
Behavioral Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
FirstCare	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Cardiovascular Disease			
Amerigroup	99.97%	NA	99.83%
FirstCare	42.95%	NA	22.96%
Superior HealthPlan	99.95%	NA	99.96%
ENT (otolaryngology)			
Amerigroup	100.00%	NA	100.00%
FirstCare	0.00%	NA	0.00%
Superior HealthPlan	100.00%	NA	100.00%
General Surgeon			
Amerigroup	99.97%	NA	99.83%
FirstCare	99.97%	NA	99.93%
Superior HealthPlan	99.96%	NA	100.00%
OB/GYN			
Amerigroup	100.00%	NA	100.00%
FirstCare	42.37%	NA	51.84%
Superior HealthPlan	100.00%	NA	100.00%
Ophthalmologist			
Amerigroup	100.00%	NA	99.83%
FirstCare	57.03%	NA	77.31%
Superior HealthPlan	99.95%	NA	99.96%
Orthopedist			
Amerigroup	99.97%	NA	99.83%
FirstCare	57.03%	NA	86.24%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	99.95%	NA	99.98%
Pediatrician			
Amerigroup	99.96%	NA	100.00%
FirstCare	42.79%	NA	52.60%
Superior HealthPlan	99.94%	NA	100.00%
Pharmacy			
Amerigroup	90.01%	NA	99.62%
FirstCare	90.64%	NA	99.19%
Superior HealthPlan	89.82%	NA	98.63%
Prenatal			
Amerigroup	98.21%	NA	100.00%
FirstCare	97.56%	NA	91.61%
Superior HealthPlan	97.87%	NA	95.44%
Psychiatrist			
Amerigroup	100.00%	NA	99.83%
FirstCare	0.24%	NA	73.89%
Superior HealthPlan	100.00%	NA	99.96%
Targeted Case Management			
Amerigroup	100.00%	NA	100.00%
FirstCare	0.00%	NA	0.00%
Superior HealthPlan	100.00%	NA	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	NA	99.83%
FirstCare	100.00%	NA	99.99%
Superior HealthPlan	100.00%	NA	99.98%
Urologist			
Amerigroup	61.94%	NA	91.40%
FirstCare	100.00%	NA	99.89%
Superior HealthPlan	51.14%	NA	53.55%
MRSA Central Texas			
Acute Care Hospital			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	99.99%	100.00%	97.03%
Right Care from Scott and White Health Plans	99.70%	100.00%	91.67%
Superior HealthPlan	100.00%	100.00%	98.64%
Audiologist			
Amerigroup	63.86%	100.00%	65.56%
Right Care from Scott and White Health Plans	61.41%	73.68%	69.94%
Superior HealthPlan	69.24%	100.00%	95.59%
Behavioral Health - Outpatient			
Amerigroup	100.00%	99.74%	100.00%
Right Care from Scott and White Health Plans	100.00%	77.83%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	80.73%	97.66%	100.00%
Right Care from Scott and White Health Plans	52.36%	89.14%	83.79%
Superior HealthPlan	99.49%	99.86%	100.00%
ENT (otolaryngology)			
Amerigroup	99.99%	100.00%	100.00%
Right Care from Scott and White Health Plans	83.93%	73.68%	84.72%
Superior HealthPlan	100.00%	100.00%	100.00%
General Surgeon			
Amerigroup	99.45%	100.00%	100.00%
Right Care from Scott and White Health Plans	99.87%	100.00%	100.00%
Superior HealthPlan	99.78%	99.95%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Right Care from Scott and White Health Plans	99.92%	100.00%	98.47%
Superior HealthPlan	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Ophthalmologist			
Amerigroup	97.44%	99.61%	96.77%
Right Care from Scott and White Health Plans	61.99%	96.56%	92.92%
Superior HealthPlan	99.69%	100.00%	100.00%
Orthopedist			
Amerigroup	99.46%	99.35%	98.70%
Right Care from Scott and White Health Plans	99.75%	99.87%	99.66%
Superior HealthPlan	99.77%	97.02%	100.00%
Pediatrician			
Amerigroup	60.86%	97.94%	88.53%
Right Care from Scott and White Health Plans	100.00%	99.92%	100.00%
Superior HealthPlan	45.48%	94.85%	99.78%
Pharmacy			
Amerigroup	84.87%	85.98%	98.73%
Right Care from Scott and White Health Plans	79.19%	85.08%	97.93%
Superior HealthPlan	81.64%	86.31%	98.73%
Prenatal			
Amerigroup	96.30%	100.00%	98.52%
Right Care from Scott and White Health Plans	96.92%	100.00%	96.77%
Superior HealthPlan	97.03%	98.98%	97.76%
Psychiatrist			
Amerigroup	100.00%	100.00%	97.58%
Right Care from Scott and White Health Plans	100.00%	100.00%	97.39%
Superior HealthPlan	100.00%	100.00%	99.76%
Targeted Case Management			
Amerigroup	74.26%	5.32%	98.66%
Right Care from Scott and White Health Plans	0.00%	0.00%	0.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	99.79%	8.25%	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	98.93%
Right Care from Scott and White Health Plans	100.00%	100.00%	98.99%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Amerigroup	100.00%	100.00%	95.83%
Right Care from Scott and White Health Plans	83.93%	72.81%	68.82%
Superior HealthPlan	99.83%	99.13%	94.75%
MRSA Northeast Texas			
Acute Care Hospital			
Amerigroup	99.72%	95.57%	92.02%
Superior HealthPlan	99.47%	99.72%	97.49%
Audiologist			
Amerigroup	41.09%	74.41%	89.23%
Superior HealthPlan	52.62%	74.91%	92.33%
Behavioral Health - Outpatient			
Amerigroup	100.00%	99.96%	100.00%
Superior HealthPlan	99.56%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	96.33%	95.13%	99.90%
Superior HealthPlan	97.32%	89.81%	99.83%
ENT (otolaryngology)			
Amerigroup	81.26%	100.00%	99.71%
Superior HealthPlan	99.18%	100.00%	100.00% ⁱ
General Surgeon			
Amerigroup	99.26%	100.00%	100.00%
Superior HealthPlan	97.60%	100.00%	100.00%
OB/GYN			
Amerigroup	99.65%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	99.19%	100.00%	100.00%
Ophthalmologist			
Amerigroup	94.32%	76.09%	99.53%
Superior HealthPlan	96.75%	89.54%	99.84%
Orthopedist			
Amerigroup	96.13%	89.78%	99.75%
Superior HealthPlan	97.56%	99.81%	99.82%
Pediatrician			
Amerigroup	66.75%	71.77%	100.00%
Superior HealthPlan	47.53%	57.71%	98.02%
Pharmacy			
Amerigroup	71.68%	71.24%	97.78%
Superior HealthPlan	69.02%	72.20%	96.62%
Prenatal			
Amerigroup	91.79%	99.71%	96.90%
Superior HealthPlan	92.16%	98.55%	93.62%
Psychiatrist			
Amerigroup	99.70%	95.95%	99.92%
Superior HealthPlan	89.57%	86.29%	98.75%
Targeted Case Management			
Amerigroup	75.54%	70.06%	97.70%
Superior HealthPlan	53.96%	51.16%	91.63%
Therapies - OT, PT, or ST			
Amerigroup	99.87%	100.00%	100.00%
Superior HealthPlan	99.99%	100.00%	99.90%
Urologist			
Amerigroup	99.20%	100.00%	98.93%
Superior HealthPlan	99.12%	99.94%	99.90%
MRSA West Texas			
Acute Care Hospital			
Amerigroup	100.00%	85.52%	87.76%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
FirstCare	0.00%	0.00%	1.57%
Superior HealthPlan	100.00%	100.00%	94.54%
Audiologist			
Amerigroup	77.20%	85.33%	57.49%
FirstCare	0.00%	0.00%	0.00%
Superior HealthPlan	74.41%	100.00%	72.88%
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	99.96%
FirstCare	34.19%	99.08%	73.38%
Superior HealthPlan	100.00%	100.00%	99.29%
Cardiovascular Disease			
Amerigroup	99.52%	100.00%	81.58%
FirstCare	0.00%	99.08%	11.75%
Superior HealthPlan	99.16%	100.00%	85.08%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	81.64%
FirstCare	0.00%	99.08%	10.83%
Superior HealthPlan	99.83%	100.00%	95.85%
General Surgeon			
Amerigroup	99.54%	85.38%	96.30%
FirstCare	35.36%	99.08%	32.79%
Superior HealthPlan	99.16%	99.88%	95.34%
OB/GYN			
Amerigroup	100.00%	100.00%	97.50%
FirstCare	78.83%	98.53%	66.54%
Superior HealthPlan	100.00%	100.00%	96.50%
Ophthalmologist			
Amerigroup	99.53%	85.33%	82.77%
FirstCare	0.00%	0.00%	4.71%
Superior HealthPlan	99.24%	100.00%	85.47%
Orthopedist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	99.54%	99.95%	90.56%
FirstCare	0.00%	99.08%	20.67%
Superior HealthPlan	99.19%	100.00%	87.25%
Pediatrician			
Amerigroup	64.81%	0.00%	77.54%
FirstCare	42.39%	99.19%	47.78%
Superior HealthPlan	77.41%	93.31%	72.36%
Pharmacy			
Amerigroup	79.13%	89.42%	96.00%
FirstCare	82.99%	90.81%	95.94%
Superior HealthPlan	80.15%	88.33%	96.24%
Prenatal			
Amerigroup	98.02%	100.00%	94.43%
FirstCare	79.61%	98.01%	54.80%
Superior HealthPlan	96.69%	99.92%	84.29%
Psychiatrist			
Amerigroup	100.00%	100.00%	87.49%
FirstCare	0.00%	0.00%	3.50%
Superior HealthPlan	100.00%	99.06%	66.44%
Targeted Case Management			
Amerigroup	76.54%	100.00%	74.84%
FirstCare	0.00%	0.00%	0.00%
Superior HealthPlan	74.03%	99.96%	69.02%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	87.72%
FirstCare	77.23%	0.00%	46.36%
Superior HealthPlan	100.00%	100.00%	90.65%
Urologist			
Amerigroup	100.00%	100.00%	71.17%
FirstCare	43.11%	99.08%	28.43%
Superior HealthPlan	99.98%	100.00%	70.97%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Nueces			
Acute Care Hospital			
Driscoll Health Plan	100.00%	100.00%	99.73%
Superior HealthPlan	100.00%	100.00%	99.63%
UnitedHealthcare Community Plan	100.00%	100.00%	94.95%
Audiologist			
Driscoll Health Plan	83.05%	100.00%	92.17%
Superior HealthPlan	75.68%	100.00%	95.28%
UnitedHealthcare Community Plan	74.48%	100.00%	89.06%
Behavioral Health - Outpatient			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Driscoll Health Plan	99.96%	100.00%	100.00%
Superior HealthPlan	99.80%	99.14%	100.00%
UnitedHealthcare Community Plan	97.69%	97.74%	99.30%
ENT (otolaryngology)			
Driscoll Health Plan	99.95%	100.00%	99.92%
Superior HealthPlan	99.86%	100.00%	100.00%
UnitedHealthcare Community Plan	98.26%	100.00%	95.09%
General Surgeon			
Driscoll Health Plan	99.47%	99.58%	100.00%
Superior HealthPlan	76.72%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	97.59%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Driscoll Health Plan	97.79%	97.14%	99.26%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	98.13%	96.98%	100.00%
UnitedHealthcare Community Plan	97.69%	97.74%	99.44%
Orthopedist			
Driscoll Health Plan	98.08%	97.99%	99.93%
Superior HealthPlan	98.26%	97.43%	99.01%
UnitedHealthcare Community Plan	72.45%	97.74%	91.30%
Pediatrician			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	75.11%	97.04%	95.96%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			
Driscoll Health Plan	88.35%	93.01%	99.33%
Superior HealthPlan	88.48%	91.40%	99.23%
UnitedHealthcare Community Plan	88.55%	95.57%	76.73%
Prenatal			
Driscoll Health Plan	99.65%	100.00%	100.00%
Superior HealthPlan	98.21%	65.26%	100.00%
UnitedHealthcare Community Plan	98.76%	100.00%	100.00%
Psychiatrist			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	75.82%	100.00%	100.00%
UnitedHealthcare Community Plan	99.86%	100.00%	99.30%
Targeted Case Management			
Driscoll Health Plan	0.00%	0.00%	13.93%
Superior HealthPlan	99.89%	87.28%	100.00%
UnitedHealthcare Community Plan	99.71%	89.47%	100.00%
Therapies - OT, PT, or ST			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Driscoll Health Plan	99.95%	100.00%	98.40%
Superior HealthPlan	99.86%	100.00%	99.72%
UnitedHealthcare Community Plan	99.86%	100.00%	98.32%
Tarrant			
Acute Care Hospital			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	88.07%	NA
Audiologist			
Aetna Better Health	99.65%	100.00%	NA
Amerigroup	97.63%	100.00%	NA
Cook Children's Health Plan	99.78%	100.00%	NA
Behavioral Health - Outpatient			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	74.77%	NA
Cardiovascular Disease			
Aetna Better Health	99.82%	100.00%	NA
Amerigroup	99.56%	100.00%	NA
Cook Children's Health Plan	99.95%	91.76%	NA
ENT (otolaryngology)			
Aetna Better Health	99.91%	100.00%	NA
Amerigroup	99.92%	100.00%	NA
Cook Children's Health Plan	99.99%	100.00%	NA
General Surgeon			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	99.83%	100.00%	NA
Cook Children's Health Plan	98.52%	100.00%	NA
OB/GYN			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	100.00%	100.00%	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Cook Children's Health Plan	100.00%	100.00%	NA
Ophthalmologist			
Aetna Better Health	94.02%	87.70%	NA
Amerigroup	97.71%	91.01%	NA
Cook Children's Health Plan	95.49%	83.98%	NA
Orthopedist			
Aetna Better Health	98.53%	94.50%	NA
Amerigroup	99.64%	94.97%	NA
Cook Children's Health Plan	99.63%	100.00%	NA
Pediatrician			
Aetna Better Health	97.26%	100.00%	NA
Amerigroup	98.73%	100.00%	NA
Cook Children's Health Plan	96.86%	100.00%	NA
Pharmacy			
Aetna Better Health	89.82%	64.70%	NA
Amerigroup	90.24%	65.29%	NA
Cook Children's Health Plan	90.44%	65.06%	NA
Prenatal			
Aetna Better Health	98.78%	100.00%	NA
Amerigroup	99.01%	100.00%	NA
Cook Children's Health Plan	98.46%	98.13%	NA
Pyschiatrist			
Aetna Better Health	100.00%	100.00%	NA
Amerigroup	100.00%	100.00%	NA
Cook Children's Health Plan	99.67%	100.00%	NA
Targeted Case Management			
Aetna Better Health	86.37%	45.31%	NA
Amerigroup	89.31%	0.00%	NA
Cook Children's Health Plan	0.00%	0.00%	NA
Therapies - OT, PT, or ST			
Aetna Better Health	99.99%	100.00%	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	100.00%	NA
Urologist			
Aetna Better Health	98.09%	100.00%	NA
Amerigroup	99.74%	100.00%	NA
Cook Children's Health Plan	97.85%	100.00%	NA
Travis			
Acute Care Hospital			
Blue Cross and Blue Shield of Texas	100.00%	90.49%	78.62%
Dell Children's Health Plan	99.94%	89.12%	48.29%
Superior HealthPlan	100.00%	93.81%	97.77%
Audiologist			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	99.96%	100.00%	100.00%
Behavioral Health - Outpatient			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Blue Cross and Blue Shield of Texas	96.80%	95.58%	100.00%
Dell Children's Health Plan	94.13%	89.80%	92.25%
Superior HealthPlan	99.91%	100.00%	100.00%
ENT (otolaryngology)			
Blue Cross and Blue Shield of Texas	99.84%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
General Surgeon			
Blue Cross and Blue Shield of Texas	97.82%	100.00%	100.00%
Dell Children's Health Plan	99.67%	100.00%	100.00%
Superior HealthPlan	99.11%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
OB/GYN			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Ophthalmologist			
Blue Cross and Blue Shield of Texas	99.79%	100.00%	100.00%
Dell Children's Health Plan	99.66%	100.00%	100.00%
Superior HealthPlan	99.84%	100.00%	100.00%
Orthopedist			
Blue Cross and Blue Shield of Texas	99.72%	100.00%	100.00%
Dell Children's Health Plan	99.82%	100.00%	100.00%
Superior HealthPlan	95.65%	95.81%	100.00%
Pediatrician			
Blue Cross and Blue Shield of Texas	99.91%	93.71%	100.00%
Dell Children's Health Plan	99.93%	94.60%	100.00%
Superior HealthPlan	98.54%	95.16%	100.00%
Pharmacy			
Blue Cross and Blue Shield of Texas	81.25%	41.17%	95.97%
Dell Children's Health Plan	82.16%	41.36%	97.38%
Superior HealthPlan	78.44%	43.89%	97.58%
Prenatal			
Blue Cross and Blue Shield of Texas	98.55%	100.00%	100.00%
Dell Children's Health Plan	99.16%	100.00%	100.00%
Superior HealthPlan	97.14%	100.00%	100.00%
Psychiatrist			
Blue Cross and Blue Shield of Texas	98.07%	100.00%	89.27%
Dell Children's Health Plan	100.00%	100.00%	99.82%
Superior HealthPlan	100.00%	100.00%	100.00%
Targeted Case Management			
Blue Cross and Blue Shield of Texas	99.68%	77.65%	100.00%
Dell Children's Health Plan	99.68%	79.33%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	99.58%	86.20%	100.00%
Therapies - OT, PT, or ST			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Dell Children's Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Blue Cross and Blue Shield of Texas	99.98%	100.00%	100.00%
Dell Children's Health Plan	98.76%	100.00%	92.61%
Superior HealthPlan	99.77%	100.00%	100.00%

STAR Plus: Percent of Members Within Distance Standard of One In-Network

Bexar

Acute Care Hospital

Amerigroup	100.00%	93.88%	96.86%
Molina Healthcare of Texas	100.00%	98.08%	89.21%
Superior HealthPlan	100.00%	100.00%	100.00%

Audiologist

Amerigroup	97.63%	100.00%	100.00%
Molina Healthcare of Texas	96.74%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%

Behavioral Health - Outpatient

Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%

Cardiovascular Disease

Amerigroup	99.73%	100.00%	100.00%
Molina Healthcare of Texas	97.64%	100.00%	100.00%
Superior HealthPlan	99.75%	100.00%	100.00%

ENT (otolaryngology)

Amerigroup	100.00%	100.00%	100.00%
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Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	96.98%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
General Surgeon			
Amerigroup	99.87%	100.00%	100.00%
Molina Healthcare of Texas	99.63%	100.00%	100.00%
Superior HealthPlan	99.88%	100.00%	100.00%
Nursing Facility			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.27%	95.92%	100.00%
Molina Healthcare of Texas	99.67%	100.00%	100.00%
Superior HealthPlan	99.70%	100.00%	100.00%
Orthopedist			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.30%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Prenatal			
Amerigroup	99.54%	100.00%	100.00%
Molina Healthcare of Texas	95.93%	100.00%	100.00%
Superior HealthPlan	99.01%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	99.31%	100.00%	100.00%
Targeted Case Management			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	96.74%	46.94%	100.00%
Molina Healthcare of Texas	96.53%	69.23%	100.00%
Superior HealthPlan	99.69%	82.35%	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Dallas			
Acute Care Hospital			
Molina Healthcare of Texas	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Audiologist			
Molina Healthcare of Texas	94.37%	NA	100.00%
Superior HealthPlan	92.10%	NA	100.00%
Behavioral Health - Outpatient			
Molina Healthcare of Texas	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Cardiovascular Disease			
Molina Healthcare of Texas	99.96%	NA	100.00%
Superior HealthPlan	99.65%	NA	100.00%
ENT (otolaryngology)			
Molina Healthcare of Texas	98.55%	NA	100.00%
Superior HealthPlan	98.74%	NA	100.00%
General Surgeon			
Molina Healthcare of Texas	99.15%	NA	100.00%
Superior HealthPlan	98.20%	NA	100.00%
Nursing Facility			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
OB/GYN			
Molina Healthcare of Texas	99.31%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Ophthalmologist			
Molina Healthcare of Texas	96.20%	NA	100.00%
Superior HealthPlan	98.73%	NA	100.00%
Orthopedist			
Molina Healthcare of Texas	97.07%	NA	100.00%
Superior HealthPlan	95.64%	NA	100.00%
Prenatal			
Molina Healthcare of Texas	97.82%	NA	100.00%
Superior HealthPlan	95.79%	NA	100.00%
Psychiatrist			
Molina Healthcare of Texas	99.72%	NA	100.00%
Superior HealthPlan	99.33%	NA	100.00%
Targeted Case Management			
Molina Healthcare of Texas	94.77%	NA	100.00%
Superior HealthPlan	98.85%	NA	100.00%
Therapies - OT, PT, or ST			
Molina Healthcare of Texas	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Urologist			
Molina Healthcare of Texas	99.44%	NA	100.00%
Superior HealthPlan	96.62%	NA	100.00%
El Paso			
Acute Care Hospital			
Amerigroup	100.00%	NA	0.00%
Molina Healthcare of Texas	100.00%	NA	NA
Audiologist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Behavioral Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Cardiovascular Disease			
Amerigroup	99.95%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
ENT (otolaryngology)			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
General Surgeon			
Amerigroup	99.98%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Nursing Facility			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	100.00%
OB/GYN			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Ophthalmologist			
Amerigroup	99.95%	NA	100.00%
Molina Healthcare of Texas	99.96%	NA	NA
Orthopedist			
Amerigroup	99.98%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Prenatal			
Amerigroup	100.00%	NA	NA
Molina Healthcare of Texas	100.00%	NA	NA
Psychiatrist			
Amerigroup	100.00%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	100.00%	NA	NA
Targeted Case Management			
Amerigroup	99.98%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Therapies - OT, PT, or ST			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Urologist			
Amerigroup	100.00%	NA	100.00%
Molina Healthcare of Texas	100.00%	NA	NA
Harris			
Acute Care Hospital			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Audiologist			
Amerigroup	98.54%	100.00%	100.00%
Molina Healthcare of Texas	96.42%	100.00%	100.00%
UnitedHealthcare Community Plan	98.46%	100.00%	100.00%
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	99.97%	100.00%	100.00%
Molina Healthcare of Texas	99.96%	100.00%	100.00%
UnitedHealthcare Community Plan	99.95%	100.00%	100.00%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	98.90%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
General Surgeon			
Amerigroup	99.91%	100.00%	100.00%
Molina Healthcare of Texas	99.96%	100.00%	100.00%
UnitedHealthcare Community Plan	97.90%	100.00%	100.00%
Nursing Facility			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.96%	100.00%	100.00%
Molina Healthcare of Texas	99.96%	100.00%	100.00%
UnitedHealthcare Community Plan	99.95%	100.00%	100.00%
Orthopedist			
Amerigroup	99.97%	100.00%	100.00%
Molina Healthcare of Texas	96.60%	100.00%	100.00%
UnitedHealthcare Community Plan	99.94%	100.00%	100.00%
Prenatal			
Amerigroup	98.95%	100.00%	100.00%
Molina Healthcare of Texas	99.68%	100.00%	100.00%
UnitedHealthcare Community Plan	99.81%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.61%	100.00%	100.00%
Targeted Case Management			
Amerigroup	98.58%	34.07%	100.00%
Molina Healthcare of Texas	92.35%	80.00%	95.98%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
UnitedHealthcare Community Plan	93.47%	29.29%	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Amerigroup	99.96%	100.00%	100.00%
Molina Healthcare of Texas	99.98%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Hidalgo			
Acute Care Hospital			
Cigna-HealthSpring	100.00%	50.68%	53.52%
Molina Healthcare of Texas	99.97%	52.09%	51.32%
Superior HealthPlan	100.00%	99.51%	63.53%
Audiologist			
Cigna-HealthSpring	68.14%	1.83%	95.77%
Molina Healthcare of Texas	99.93%	53.02%	96.05%
Superior HealthPlan	18.63%	0.00%	59.61%
Behavioral Health - Outpatient			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.97%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Cigna-HealthSpring	99.80%	100.00%	100.00%
Molina Healthcare of Texas	99.63%	56.28%	94.74%
Superior HealthPlan	99.54%	11.65%	100.00%
ENT (otolaryngology)			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.97%	53.02%	96.05%
Superior HealthPlan	71.72%	100.00%	100.00%
General Surgeon			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Cigna-HealthSpring	99.88%	70.78%	100.00%
Molina Healthcare of Texas	99.90%	73.49%	100.00%
Superior HealthPlan	99.85%	100.00%	100.00%
Nursing Facility			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
OB/GYN			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Molina Healthcare of Texas	99.93%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Ophthalmologist			
Cigna-HealthSpring	99.91%	70.78%	100.00%
Molina Healthcare of Texas	99.90%	73.95%	94.74%
Superior HealthPlan	99.88%	75.89%	99.22%
Orthopedist			
Cigna-HealthSpring	99.97%	76.26%	100.00%
Molina Healthcare of Texas	99.93%	79.53%	94.74%
Superior HealthPlan	99.96%	76.05%	98.04%
Prenatal			
Cigna-HealthSpring	99.17%	100.00%	57.14%
Molina Healthcare of Texas	99.68%	100.00%	50.00%
Superior HealthPlan	99.43%	99.22%	100.00%
Psychiatrist			
Cigna-HealthSpring	100.00%	36.53%	100.00%
Molina Healthcare of Texas	99.97%	41.86%	98.68%
Superior HealthPlan	81.36%	41.91%	64.71%
Targeted Case Management			
Cigna-HealthSpring	74.09%	1.37%	100.00%
Molina Healthcare of Texas	20.48%	0.00%	44.74%
Superior HealthPlan	75.40%	1.78%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Therapies - OT, PT, or ST			
Cigna-HealthSpring	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Cigna-HealthSpring	100.00%	81.74%	95.77%
Molina Healthcare of Texas	99.97%	85.58%	94.74%
Superior HealthPlan	100.00%	84.79%	99.22%
Jefferson			
Acute Care Hospital			
Amerigroup	100.00%	100.00%	83.95%
Molina Healthcare of Texas	100.00%	99.10%	83.92%
UnitedHealthcare Community Plan	100.00%	100.00%	88.93%
Audiologist			
Amerigroup	100.00%	100.00%	99.26%
Molina Healthcare of Texas	0.00%	68.06%	59.44%
UnitedHealthcare Community Plan	100.00%	100.00%	99.73%
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	98.98%	95.16%	91.88%
Molina Healthcare of Texas	99.20%	99.10%	98.37%
UnitedHealthcare Community Plan	99.57%	98.79%	98.53%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	99.26%
Molina Healthcare of Texas	0.00%	70.15%	93.47%
UnitedHealthcare Community Plan	100.00%	100.00%	98.80%
General Surgeon			
Amerigroup	86.10%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	89.01%	100.00%	100.00%
Nursing Facility			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.07%	100.00%	94.65%
Molina Healthcare of Texas	99.29%	98.81%	98.37%
UnitedHealthcare Community Plan	99.57%	100.00%	99.47%
Orthopedist			
Amerigroup	0.00%	69.96%	49.45%
Molina Healthcare of Texas	97.16%	92.24%	98.37%
UnitedHealthcare Community Plan	99.88%	100.00%	99.07%
Prenatal			
Amerigroup	100.00%	89.77%	78.21%
Molina Healthcare of Texas	98.54%	100.00%	81.54%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	99.80%	97.79%
Molina Healthcare of Texas	100.00%	100.00%	98.37%
UnitedHealthcare Community Plan	100.00%	100.00%	99.47%
Targeted Case Management			
Amerigroup	100.00%	67.94%	100.00%
Molina Healthcare of Texas	100.00%	67.76%	100.00%
UnitedHealthcare Community Plan	0.00%	3.53%	57.73%
Therapies - OT, PT, or ST			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	100.00%	100.00%	100.00%
Molina Healthcare of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	99.47%
Urologist			
Amerigroup	100.00%	99.80%	89.11%
Molina Healthcare of Texas	100.00%	98.81%	97.20%
UnitedHealthcare Community Plan	0.00%	79.82%	72.80%
Lubbock			
Acute Care Hospital			
Amerigroup	100.00%	NA	99.25%
Superior HealthPlan	100.00%	NA	100.00%
Audiologist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Behavioral Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Cardiovascular Disease			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	99.96%	NA	99.83%
ENT (otolaryngology)			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
General Surgeon			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	99.96%	NA	100.00%
Nursing Facility			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
OB/GYN			
Amerigroup	100.00%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	100.00%	NA	100.00%
Ophthalmologist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	99.96%	NA	100.00%
Orthopedist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	99.96%	NA	100.00%
Prenatal			
Amerigroup	98.75%	NA	100.00%
Superior HealthPlan	98.06%	NA	95.90%
Psychiatrist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Targeted Case Management			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Urologist			
Amerigroup	61.62%	NA	88.81%
Superior HealthPlan	53.28%	NA	68.38%
MRSA Central Texas			
Acute Care Hospital			
Superior HealthPlan	100.00%	100.00%	98.83%
UnitedHealthcare Community Plan	100.00%	100.00%	93.49%
Audiologist			
Superior HealthPlan	65.12%	100.00%	96.53%
UnitedHealthcare Community Plan	68.31%	100.00%	76.95%
Behavioral Health - Outpatient			
Superior HealthPlan	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Superior HealthPlan	99.05%	99.77%	100.00%
UnitedHealthcare Community Plan	99.17%	99.40%	94.72%
ENT (otolaryngology)			
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	91.50%
General Surgeon			
Superior HealthPlan	99.78%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Nursing Facility			
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Superior HealthPlan	99.35%	100.00%	100.00%
UnitedHealthcare Community Plan	99.17%	100.00%	97.24%
Orthopedist			
Superior HealthPlan	99.70%	98.62%	100.00%
UnitedHealthcare Community Plan	99.93%	99.40%	85.45%
Prenatal			
Superior HealthPlan	97.60%	100.00%	97.63%
UnitedHealthcare Community Plan	98.15%	100.00%	100.00%
Psychiatrist			
Superior HealthPlan	100.00%	100.00%	99.73%
UnitedHealthcare Community Plan	100.00%	100.00%	95.02%
Targeted Case Management			
Superior HealthPlan	99.83%	7.80%	100.00%
UnitedHealthcare Community Plan	35.73%	1.81%	56.66%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Therapies - OT, PT, or ST			
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	98.77%
Urologist			
Superior HealthPlan	99.88%	99.31%	95.44%
UnitedHealthcare Community Plan	100.00%	100.00%	81.93%
MRSA Northeast Texas			
Acute Care Hospital			
Cigna-HealthSpring	99.59%	99.36%	95.99%
UnitedHealthcare Community Plan	99.31%	82.64%	94.68%
Audiologist			
Cigna-HealthSpring	40.61%	73.06%	90.98%
UnitedHealthcare Community Plan	44.87%	68.79%	64.27%
Behavioral Health - Outpatient			
Cigna-HealthSpring	99.97%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Cigna-HealthSpring	97.47%	98.56%	99.40%
UnitedHealthcare Community Plan	97.23%	99.62%	99.71%
ENT (otolaryngology)			
Cigna-HealthSpring	82.13%	100.00%	99.40%
UnitedHealthcare Community Plan	99.28%	100.00%	99.20%
General Surgeon			
Cigna-HealthSpring	97.91%	100.00%	99.60%
UnitedHealthcare Community Plan	93.20%	99.87%	100.00%
Nursing Facility			
Cigna-HealthSpring	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Cigna-HealthSpring	99.57%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	99.32%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Ophthalmologist			
Cigna-HealthSpring	97.13%	78.64%	99.67%
UnitedHealthcare Community Plan	84.51%	80.18%	98.11%
Orthopedist			
Cigna-HealthSpring	88.15%	93.88%	99.60%
UnitedHealthcare Community Plan	88.48%	99.89%	99.66%
Prenatal			
Cigna-HealthSpring	94.84%	99.84%	97.37%
UnitedHealthcare Community Plan	98.38%	100.00%	100.00%
Psychiatrist			
Cigna-HealthSpring	99.53%	100.00%	95.06%
UnitedHealthcare Community Plan	99.01%	98.33%	99.83%
Targeted Case Management			
Cigna-HealthSpring	82.03%	53.11%	95.66%
UnitedHealthcare Community Plan	79.77%	60.34%	95.71%
Therapies - OT, PT, or ST			
Cigna-HealthSpring	100.00%	100.00%	99.67%
UnitedHealthcare Community Plan	100.00%	100.00%	99.83%
Urologist			
Cigna-HealthSpring	99.59%	100.00%	94.12%
UnitedHealthcare Community Plan	98.96%	100.00%	93.71%
MRSA West Texas			
Acute Care Hospital			
Amerigroup	100.00%	70.17%	88.14%
Superior HealthPlan	100.00%	100.00%	95.31%
Audiologist			
Amerigroup	71.59%	70.17%	59.02%
Superior HealthPlan	62.96%	100.00%	73.99%
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	99.18%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Cardiovascular Disease			
Amerigroup	99.39%	100.00%	85.54%
Superior HealthPlan	98.22%	100.00%	87.70%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	83.36%
Superior HealthPlan	99.88%	100.00%	95.63%
General Surgeon			
Amerigroup	99.39%	70.17%	96.78%
Superior HealthPlan	98.22%	100.00%	96.85%
Nursing Facility			
Amerigroup	100.00%	100.00%	93.87%
Superior HealthPlan	100.00%	100.00%	99.12%
OB/GYN			
Amerigroup	100.00%	100.00%	98.01%
Superior HealthPlan	100.00%	100.00%	95.97%
Ophthalmologist			
Amerigroup	99.39%	70.17%	85.80%
Superior HealthPlan	98.22%	100.00%	86.25%
Orthopedist			
Amerigroup	99.39%	100.00%	93.34%
Superior HealthPlan	98.22%	100.00%	88.74%
Prenatal			
Amerigroup	98.55%	100.00%	92.42%
Superior HealthPlan	97.19%	100.00%	83.31%
Psychiatrist			
Amerigroup	100.00%	100.00%	88.40%
Superior HealthPlan	100.00%	99.50%	72.63%
Targeted Case Management			
Amerigroup	71.33%	100.00%	78.11%
Superior HealthPlan	62.93%	100.00%	71.03%
Therapies - OT, PT, or ST			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	100.00%	100.00%	90.43%
Superior HealthPlan	100.00%	100.00%	91.32%
Urologist			
Amerigroup	100.00%	70.17%	72.02%
Superior HealthPlan	100.00%	100.00%	74.39%
Nueces			
Acute Care Hospital			
Superior HealthPlan	100.00%	100.00%	99.75%
UnitedHealthcare Community Plan	100.00%	100.00%	99.66%
Audiologist			
Superior HealthPlan	78.82%	100.00%	94.71%
UnitedHealthcare Community Plan	90.00%	100.00%	92.22%
Behavioral Health - Outpatient			
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Superior HealthPlan	99.59%	98.54%	100.00%
UnitedHealthcare Community Plan	98.58%	95.88%	99.15%
ENT (otolaryngology)			
Superior HealthPlan	99.91%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
General Surgeon			
Superior HealthPlan	79.50%	100.00%	100.00%
UnitedHealthcare Community Plan	99.81%	100.00%	100.00%
Nursing Facility			
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Superior HealthPlan	98.52%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	97.82%	95.82%	100.00%
UnitedHealthcare Community Plan	98.51%	95.88%	99.15%
Orthopedist			
Superior HealthPlan	98.00%	96.03%	99.63%
UnitedHealthcare Community Plan	98.81%	96.47%	99.49%
Prenatal			
Superior HealthPlan	98.00%	64.29%	99.37%
UnitedHealthcare Community Plan	99.80%	100.00%	100.00%
Psychiatrist			
Superior HealthPlan	78.91%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	99.49%
Targeted Case Management			
Superior HealthPlan	99.91%	80.96%	100.00%
UnitedHealthcare Community Plan	100.00%	83.53%	100.00%
Therapies - OT, PT, or ST			
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Superior HealthPlan	99.91%	100.00%	99.51%
UnitedHealthcare Community Plan	100.00%	100.00%	98.82%
Tarrant			
Acute Care Hospital			
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
Audiologist			
Amerigroup	97.27%	100.00%	NA
Cigna-HealthSpring	89.34%	100.00%	NA
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Cigna-HealthSpring	100.00%	100.00%	NA
Cardiovascular Disease			
Amerigroup	99.36%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
ENT (otolaryngology)			
Amerigroup	99.89%	100.00%	NA
Cigna-HealthSpring	99.31%	100.00%	NA
General Surgeon			
Amerigroup	99.85%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
Nursing Facility			
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
OB/GYN			
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	99.58%	100.00%	NA
Ophthalmologist			
Amerigroup	97.75%	87.08%	NA
Cigna-HealthSpring	96.23%	82.48%	NA
Orthopedist			
Amerigroup	99.60%	92.82%	NA
Cigna-HealthSpring	98.18%	100.00%	NA
Prenatal			
Amerigroup	98.33%	100.00%	NA
Cigna-HealthSpring	98.78%	100.00%	NA
Psychiatrist			
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	100.00%	100.00%	NA
Targeted Case Management			
Amerigroup	86.09%	0.00%	NA
Cigna-HealthSpring	99.60%	56.20%	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	NA
Cigna-HealthSpring	99.67%	100.00%	NA
Urologist			
Amerigroup	99.65%	100.00%	NA
Cigna-HealthSpring	98.16%	87.59%	NA
Travis			
Acute Care Hospital			
Amerigroup	99.89%	85.49%	97.95%
UnitedHealthcare Community Plan	100.00%	88.85%	57.98%
Audiologist			
Amerigroup	96.97%	100.00%	100.00%
UnitedHealthcare Community Plan	99.29%	100.00%	100.00%
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Amerigroup	99.66%	100.00%	100.00%
UnitedHealthcare Community Plan	99.92%	100.00%	100.00%
ENT (otolaryngology)			
Amerigroup	99.83%	100.00%	100.00%
UnitedHealthcare Community Plan	99.89%	100.00%	100.00%
General Surgeon			
Amerigroup	98.06%	100.00%	100.00%
UnitedHealthcare Community Plan	99.52%	100.00%	100.00%
Nursing Facility			
Amerigroup	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Ophthalmologist			
Amerigroup	99.83%	100.00%	100.00%
UnitedHealthcare Community Plan	99.50%	100.00%	100.00%
Orthopedist			
Amerigroup	99.69%	92.29%	88.36%
UnitedHealthcare Community Plan	99.81%	100.00%	100.00%
Prenatal			
Amerigroup	98.05%	100.00%	100.00%
UnitedHealthcare Community Plan	99.40%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	100.00%	99.32%
UnitedHealthcare Community Plan	100.00%	100.00%	98.83%
Targeted Case Management			
Amerigroup	99.57%	71.20%	100.00%
UnitedHealthcare Community Plan	99.66%	69.91%	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Amerigroup	100.00%	100.00%	89.04%
UnitedHealthcare Community Plan	100.00%	100.00%	88.72%

STAR Kids: Percent of Members Within Distance Standard of One In-Network

Bexar

Acute Care Hospital

Community First Health Plans	100.00%	96.88%	98.25%
Superior HealthPlan	100.00%	100.00%	100.00%

Audiologist

Community First Health Plans	100.00%	100.00%	100.00%
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Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	100.00%	100.00%	100.00%
Behavioral Health - Outpatient			
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Community First Health Plans	94.85%	98.96%	100.00%
Superior HealthPlan	99.83%	100.00%	100.00%
ENT (otolaryngology)			
Community First Health Plans	98.28%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
General Surgeon			
Community First Health Plans	99.52%	100.00%	100.00%
Superior HealthPlan	99.87%	100.00%	100.00%
OB/GYN			
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Ophthalmologist			
Community First Health Plans	97.25%	95.83%	100.00%
Superior HealthPlan	99.71%	100.00%	100.00%
Orthopedist			
Community First Health Plans	99.92%	96.88%	100.00%
Superior HealthPlan	99.96%	100.00%	100.00%
Pediatrician			
Community First Health Plans	95.56%	98.63%	100.00%
Superior HealthPlan	99.76%	100.00%	100.00%
Pharmacy			
Community First Health Plans	91.88%	56.25%	100.00%
Superior HealthPlan	91.85%	54.35%	100.00%
Prenatal			
Community First Health Plans	98.44%	100.00%	100.00%
Superior HealthPlan	98.35%	70.59%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Psychiatrist			
Community First Health Plans	99.66%	100.00%	100.00%
Superior HealthPlan	99.19%	100.00%	100.00%
Targeted Case Management			
Community First Health Plans	96.12%	53.13%	100.00%
Superior HealthPlan	99.61%	91.30%	100.00%
Therapies - OT, PT, or ST			
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Community First Health Plans	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Dallas			
Acute Care Hospital			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	100.00%	NA	100.00%
Audiologist			
Amerigroup	93.85%	NA	100.00%
Children's Medical Center Health Plan	95.66%	NA	100.00%
Behavioral Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	100.00%	NA	100.00%
Cardiovascular Disease			
Amerigroup	99.80%	NA	100.00%
Children's Medical Center Health Plan	99.31%	NA	100.00%
ENT (otolaryngology)			
Amerigroup	99.92%	NA	100.00%
Children's Medical Center Health Plan	97.04%	NA	100.00%
General Surgeon			
Amerigroup	99.37%	NA	100.00%
Children's Medical Center Health Plan	97.24%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
OB/GYN			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	100.00%	NA	100.00%
Ophthalmologist			
Amerigroup	94.65%	NA	100.00%
Children's Medical Center Health Plan	96.93%	NA	100.00%
Orthopedist			
Amerigroup	99.52%	NA	100.00%
Children's Medical Center Health Plan	95.34%	NA	96.43%
Pediatrician			
Amerigroup	98.03%	NA	100.00%
Children's Medical Center Health Plan	99.05%	NA	100.00%
Pharmacy			
Amerigroup	89.89%	NA	100.00%
Children's Medical Center Health Plan	90.71%	NA	100.00%
Prenatal			
Amerigroup	95.84%	NA	100.00%
Children's Medical Center Health Plan	96.26%	NA	100.00%
Psychiatrist			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	100.00%	NA	100.00%
Targeted Case Management			
Amerigroup	97.78%	NA	100.00%
Children's Medical Center Health Plan	98.70%	NA	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	NA	100.00%
Children's Medical Center Health Plan	99.97%	NA	100.00%
Urologist			
Amerigroup	99.50%	NA	100.00%
Children's Medical Center Health Plan	98.08%	NA	94.05%
El Paso			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Acute Care Hospital			
Amerigroup	100.00%	NA	0.00%
Superior HealthPlan	100.00%	NA	NA
Audiologist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
Behavioral Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
Cardiovascular Disease			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
ENT (otolaryngology)			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
General Surgeon			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
OB/GYN			
Amerigroup	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	NA
Ophthalmologist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
Orthopedist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
Pediatrician			
Amerigroup	100.00%	NA	NA
Superior HealthPlan	100.00%	NA	NA
Pharmacy			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	88.67%	NA	0.00%
Superior HealthPlan	85.55%	NA	NA
Prenatal			
Amerigroup	99.39%	NA	NA
Superior HealthPlan	99.02%	NA	NA
Psychiatrist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
Targeted Case Management			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
Therapies - OT, PT, or ST			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
Urologist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	NA
Harris			
Acute Care Hospital			
Amerigroup	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Audiologist			
Amerigroup	98.49%	100.00%	100.00%
Texas Children's Health Plan	98.84%	100.00%	100.00%
UnitedHealthcare Community Plan	98.85%	100.00%	100.00%
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	99.98%	100.00%	100.00%
Texas Children's Health Plan	99.93%	97.75%	100.00%
UnitedHealthcare Community Plan	99.98%	100.00%	100.00%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.13%	100.00%	100.00%
General Surgeon			
Amerigroup	99.86%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	98.51%	100.00%	100.00%
OB/GYN			
Amerigroup	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Amerigroup	99.98%	100.00%	100.00%
Texas Children's Health Plan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	98.25%	64.06%	100.00%
Orthopedist			
Amerigroup	99.94%	100.00%	100.00%
Texas Children's Health Plan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	99.98%	100.00%	100.00%
Pediatrician			
Amerigroup	99.89%	100.00%	100.00%
Texas Children's Health Plan	99.99%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			
Amerigroup	94.82%	74.07%	98.88%
Texas Children's Health Plan	0.00%	0.00%	0.00%
UnitedHealthcare Community Plan	94.72%	82.81%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Prenatal			
Amerigroup	99.51%	100.00%	100.00%
Texas Children's Health Plan	99.57%	100.00%	100.00%
UnitedHealthcare Community Plan	99.74%	100.00%	100.00%
Psychiatrist			
Amerigroup	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.32%	100.00%	95.71%
Targeted Case Management			
Amerigroup	98.23%	37.04%	100.00%
Texas Children's Health Plan	91.65%	1.12%	94.07%
UnitedHealthcare Community Plan	94.89%	40.63%	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	100.00%
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Amerigroup	99.98%	100.00%	98.88%
Texas Children's Health Plan	99.56%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Hidalgo			
Acute Care Hospital			
Driscoll Health Plan	100.00%	100.00%	53.40%
Superior HealthPlan	100.00%	100.00%	45.05%
UnitedHealthcare Community Plan	100.00%	78.05%	53.70%
Audiologist			
Driscoll Health Plan	99.98%	63.83%	100.00%
Superior HealthPlan	20.78%	0.00%	63.74%
UnitedHealthcare Community Plan	100.00%	79.51%	100.00%
Behavioral Health - Outpatient			
Driscoll Health Plan	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Driscoll Health Plan	95.56%	100.00%	100.00%
Superior HealthPlan	99.67%	5.30%	100.00%
UnitedHealthcare Community Plan	99.68%	38.05%	100.00%
ENT (otolaryngology)			
Driscoll Health Plan	100.00%	63.83%	100.00%
Superior HealthPlan	76.09%	100.00%	100.00%
UnitedHealthcare Community Plan	84.98%	79.51%	58.33%
General Surgeon			
Driscoll Health Plan	99.98%	100.00%	100.00%
Superior HealthPlan	99.96%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
OB/GYN			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Driscoll Health Plan	99.94%	96.45%	100.00%
Superior HealthPlan	99.96%	77.54%	100.00%
UnitedHealthcare Community Plan	100.00%	67.32%	100.00%
Orthopedist			
Driscoll Health Plan	99.98%	100.00%	99.03%
Superior HealthPlan	99.99%	77.75%	100.00%
UnitedHealthcare Community Plan	100.00%	67.32%	100.00%
Pediatrician			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	19.95%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Driscoll Health Plan	77.71%	87.23%	82.52%
Superior HealthPlan	77.01%	91.10%	100.00%
UnitedHealthcare Community Plan	75.77%	86.34%	100.00%
Prenatal			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	99.54%	100.00%	100.00%
UnitedHealthcare Community Plan	99.64%	100.00%	100.00%
Psychiatrist			
Driscoll Health Plan	78.98%	49.65%	78.64%
Superior HealthPlan	79.22%	31.78%	45.05%
UnitedHealthcare Community Plan	100.00%	64.39%	100.00%
Targeted Case Management			
Driscoll Health Plan	70.16%	4.96%	85.44%
Superior HealthPlan	20.78%	0.00%	63.74%
UnitedHealthcare Community Plan	81.34%	1.46%	100.00%
Therapies - OT, PT, or ST			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Driscoll Health Plan	100.00%	100.00%	99.03%
Superior HealthPlan	100.00%	86.02%	100.00%
UnitedHealthcare Community Plan	84.98%	81.46%	53.70%
Jefferson			
Acute Care Hospital			
Texas Children's Health Plan	100.00%	100.00%	89.78%
UnitedHealthcare Community Plan	100.00%	100.00%	81.38%
Audiologist			
Texas Children's Health Plan	0.00%	73.52%	65.34%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Behavioral Health - Outpatient			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Texas Children's Health Plan	100.00%	100.00%	98.25%
UnitedHealthcare Community Plan	99.48%	99.60%	97.24%
ENT (otolaryngology)			
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	98.97%
General Surgeon			
Texas Children's Health Plan	99.39%	100.00%	100.00%
UnitedHealthcare Community Plan	90.32%	100.00%	100.00%
OB/GYN			
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Texas Children's Health Plan	99.62%	97.95%	97.51%
UnitedHealthcare Community Plan	98.95%	84.07%	91.03%
Orthopedist			
Texas Children's Health Plan	99.08%	100.00%	92.27%
UnitedHealthcare Community Plan	98.78%	100.00%	96.90%
Pediatrician			
Texas Children's Health Plan	99.27%	98.71%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			
Texas Children's Health Plan	0.00%	0.00%	0.00%
UnitedHealthcare Community Plan	85.44%	70.77%	98.97%
Prenatal			
Texas Children's Health Plan	98.76%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Psychiatrist			
Texas Children's Health Plan	100.00%	100.00%	98.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
UnitedHealthcare Community Plan	100.00%	100.00%	98.28%
Targeted Case Management			
Texas Children's Health Plan	100.00%	34.93%	90.02%
UnitedHealthcare Community Plan	0.00%	5.85%	34.48%
Therapies - OT, PT, or ST			
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	98.28%
Urologist			
Texas Children's Health Plan	0.00%	75.34%	67.33%
UnitedHealthcare Community Plan	0.00%	77.22%	52.41%
Lubbock			
Acute Care Hospital			
Amerigroup	100.00%	NA	98.83%
Superior HealthPlan	100.00%	NA	100.00%
Audiologist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Behavioral Health - Outpatient			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Cardiovascular Disease			
Amerigroup	99.91%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
ENT (otolaryngology)			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
General Surgeon			
Amerigroup	99.91%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
OB/GYN			
Amerigroup	100.00%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	100.00%	NA	100.00%
Ophthalmologist			
Amerigroup	99.91%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Orthopedist			
Amerigroup	99.91%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Pediatrician			
Amerigroup	99.89%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Pharmacy			
Amerigroup	89.90%	NA	99.22%
Superior HealthPlan	91.41%	NA	99.25%
Prenatal			
Amerigroup	97.81%	NA	100.00%
Superior HealthPlan	96.97%	NA	90.63%
Psychiatrist			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Targeted Case Management			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	NA	100.00%
Superior HealthPlan	100.00%	NA	100.00%
Urologist			
Amerigroup	65.93%	NA	88.72%
Superior HealthPlan	57.91%	NA	66.42%
MRSA Central Texas			
Acute Care Hospital			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	95.66%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
UnitedHealthcare Community Plan	100.00%	100.00%	91.17%
Audiologist			
Blue Cross and Blue Shield of Texas	79.57%	100.00%	95.21%
UnitedHealthcare Community Plan	62.29%	100.00%	68.51%
Behavioral Health - Outpatient			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Blue Cross and Blue Shield of Texas	76.52%	97.64%	99.85%
UnitedHealthcare Community Plan	99.55%	99.62%	94.68%
ENT (otolaryngology)			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	99.40%
UnitedHealthcare Community Plan	100.00%	100.00%	87.77%
General Surgeon			
Blue Cross and Blue Shield of Texas	99.96%	100.00%	99.55%
UnitedHealthcare Community Plan	99.97%	100.00%	99.89%
OB/GYN			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Ophthalmologist			
Blue Cross and Blue Shield of Texas	99.42%	100.00%	93.11%
UnitedHealthcare Community Plan	99.58%	100.00%	91.91%
Orthopedist			
Blue Cross and Blue Shield of Texas	99.85%	100.00%	100.00%
UnitedHealthcare Community Plan	99.97%	100.00%	93.72%
Pediatrician			
Blue Cross and Blue Shield of Texas	99.54%	98.80%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Pharmacy			
Blue Cross and Blue Shield of Texas	69.63%	41.89%	97.46%
UnitedHealthcare Community Plan	86.67%	87.31%	97.13%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Prenatal			
Blue Cross and Blue Shield of Texas	95.51%	97.73%	100.00%
UnitedHealthcare Community Plan	98.62%	100.00%	100.00%
Psychiatrist			
Blue Cross and Blue Shield of Texas	0.00%	0.00%	21.26%
UnitedHealthcare Community Plan	100.00%	100.00%	82.55%
Targeted Case Management			
Blue Cross and Blue Shield of Texas	99.89%	7.77%	79.04%
UnitedHealthcare Community Plan	42.07%	0.77%	52.02%
Therapies - OT, PT, or ST			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Urologist			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	98.95%
UnitedHealthcare Community Plan	100.00%	100.00%	76.28%
MRSA Northeast Texas			
Acute Care Hospital			
Texas Children's Health Plan	99.66%	96.44%	81.33%
UnitedHealthcare Community Plan	99.53%	87.98%	95.92%
Audiologist			
Texas Children's Health Plan	0.34%	7.32%	48.11%
UnitedHealthcare Community Plan	45.05%	78.17%	72.61%
Behavioral Health - Outpatient			
Texas Children's Health Plan	99.86%	99.87%	100.00%
UnitedHealthcare Community Plan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Texas Children's Health Plan	77.33%	93.15%	100.00%
UnitedHealthcare Community Plan	97.92%	99.82%	99.36%
ENT (otolaryngology)			
Texas Children's Health Plan	99.14%	100.00%	100.00%
UnitedHealthcare Community Plan	99.45%	100.00%	99.75%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
General Surgeon			
Texas Children's Health Plan	88.06%	99.93%	100.00%
UnitedHealthcare Community Plan	94.65%	99.94%	100.00%
OB/GYN			
Texas Children's Health Plan	100.00%	100.00%	100.00%
UnitedHealthcare Community Plan	99.79%	100.00%	100.00%
Ophthalmologist			
Texas Children's Health Plan	77.37%	75.84%	94.97%
UnitedHealthcare Community Plan	89.26%	88.28%	98.73%
Orthopedist			
Texas Children's Health Plan	85.38%	91.95%	100.00%
UnitedHealthcare Community Plan	91.55%	99.94%	99.36%
Pediatrician			
Texas Children's Health Plan	60.77%	76.44%	100.00%
UnitedHealthcare Community Plan	90.11%	99.12%	99.84%
Pharmacy			
Texas Children's Health Plan	0.00%	0.00%	0.00%
UnitedHealthcare Community Plan	75.11%	73.05%	97.58%
Prenatal			
Texas Children's Health Plan	92.37%	100.00%	100.00%
UnitedHealthcare Community Plan	99.07%	100.00%	100.00%
Psychiatrist			
Texas Children's Health Plan	99.14%	87.05%	99.28%
UnitedHealthcare Community Plan	99.36%	99.11%	99.75%
Targeted Case Management			
Texas Children's Health Plan	0.00%	0.00%	0.18%
UnitedHealthcare Community Plan	75.12%	65.44%	95.54%
Therapies - OT, PT, or ST			
Texas Children's Health Plan	99.66%	100.00%	99.28%
UnitedHealthcare Community Plan	99.96%	100.00%	99.75%
Urologist			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Texas Children's Health Plan	57.62%	86.98%	92.82%
UnitedHealthcare Community Plan	99.32%	99.94%	95.29%
MRSA West Texas			
Acute Care Hospital			
Amerigroup	100.00%	100.00%	91.85%
Superior HealthPlan	100.00%	100.00%	94.94%
Audiologist			
Amerigroup	67.05%	100.00%	63.72%
Superior HealthPlan	56.44%	100.00%	70.14%
Behavioral Health - Outpatient			
Amerigroup	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	99.68%
Cardiovascular Disease			
Amerigroup	99.32%	100.00%	85.63%
Superior HealthPlan	99.36%	100.00%	84.03%
ENT (otolaryngology)			
Amerigroup	100.00%	100.00%	81.60%
Superior HealthPlan	99.76%	100.00%	97.11%
General Surgeon			
Amerigroup	99.39%	100.00%	98.60%
Superior HealthPlan	99.36%	100.00%	96.39%
OB/GYN			
Amerigroup	100.00%	100.00%	99.56%
Superior HealthPlan	100.00%	100.00%	97.47%
Ophthalmologist			
Amerigroup	99.39%	100.00%	85.45%
Superior HealthPlan	99.44%	100.00%	76.89%
Orthopedist			
Amerigroup	99.39%	100.00%	92.29%
Superior HealthPlan	99.36%	100.00%	89.33%
Pediatrician			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Amerigroup	60.43%	0.00%	75.37%
Superior HealthPlan	68.88%	95.41%	57.69%
Pharmacy			
Amerigroup	84.63%	92.48%	95.79%
Superior HealthPlan	84.98%	88.00%	97.03%
Prenatal			
Amerigroup	96.71%	100.00%	96.89%
Superior HealthPlan	90.51%	100.00%	85.45%
Psychiatrist			
Amerigroup	100.00%	100.00%	91.67%
Superior HealthPlan	100.00%	99.50%	69.10%
Targeted Case Management			
Amerigroup	66.82%	100.00%	75.64%
Superior HealthPlan	56.60%	100.00%	68.22%
Therapies - OT, PT, or ST			
Amerigroup	100.00%	100.00%	93.25%
Superior HealthPlan	100.00%	100.00%	94.22%
Urologist			
Amerigroup	100.00%	100.00%	77.13%
Superior HealthPlan	73.69%	100.00%	72.47%
Nueces			
Acute Care Hospital			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Audiologist			
Driscoll Health Plan	83.65%	100.00%	92.72%
Superior HealthPlan	73.94%	100.00%	97.19%
Behavioral Health - Outpatient			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Cardiovascular Disease			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Driscoll Health Plan	99.96%	100.00%	100.00%
Superior HealthPlan	99.72%	100.00%	100.00%
ENT (otolaryngology)			
Driscoll Health Plan	99.92%	100.00%	100.00%
Superior HealthPlan	99.86%	100.00%	100.00%
General Surgeon			
Driscoll Health Plan	99.62%	99.68%	100.00%
Superior HealthPlan	75.07%	100.00%	100.00%
OB/GYN			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	98.11%	100.00%	100.00%
Ophthalmologist			
Driscoll Health Plan	97.98%	97.13%	99.68%
Superior HealthPlan	98.30%	98.91%	100.00%
Orthopedist			
Driscoll Health Plan	98.15%	98.09%	100.00%
Superior HealthPlan	98.30%	98.91%	100.00%
Pediatrician			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	72.68%	98.63%	98.28%
Pharmacy			
Driscoll Health Plan	89.53%	97.13%	98.87%
Superior HealthPlan	88.95%	91.30%	99.65%
Prenatal			
Driscoll Health Plan	99.31%	100.00%	100.00%
Superior HealthPlan	99.12%	83.33%	100.00%
Psychiatrist			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	74.08%	100.00%	100.00%
Targeted Case Management			
Driscoll Health Plan	0.00%	0.00%	11.49%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	99.86%	84.78%	100.00%
Therapies - OT, PT, or ST			
Driscoll Health Plan	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Driscoll Health Plan	99.92%	100.00%	99.35%
Superior HealthPlan	99.86%	100.00%	99.30%
Tarrant			
Acute Care Hospital			
Aetna Better Health	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	90.91%	NA
Audiologist			
Aetna Better Health	99.65%	100.00%	NA
Cook Children's Health Plan	99.87%	100.00%	NA
Behavioral Health - Outpatient			
Aetna Better Health	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	78.18%	NA
Cardiovascular Disease			
Aetna Better Health	99.55%	100.00%	NA
Cook Children's Health Plan	99.67%	93.64%	NA
ENT (otolaryngology)			
Aetna Better Health	99.83%	100.00%	NA
Cook Children's Health Plan	99.93%	100.00%	NA
General Surgeon			
Aetna Better Health	100.00%	100.00%	NA
Cook Children's Health Plan	97.80%	100.00%	NA
OB/GYN			
Aetna Better Health	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	100.00%	NA
Ophthalmologist			
Aetna Better Health	93.19%	97.06%	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Cook Children's Health Plan	93.28%	80.91%	NA
Orthopedist			
Aetna Better Health	99.18%	97.06%	NA
Cook Children's Health Plan	98.84%	100.00%	NA
Pediatrician			
Aetna Better Health	96.56%	100.00%	NA
Cook Children's Health Plan	97.94%	91.21%	NA
Pharmacy			
Aetna Better Health	89.92%	76.47%	NA
Cook Children's Health Plan	91.92%	62.73%	NA
Prenatal			
Aetna Better Health	98.76%	100.00%	NA
Cook Children's Health Plan	99.10%	94.44%	NA
Psychiatrist			
Aetna Better Health	100.00%	100.00%	NA
Cook Children's Health Plan	99.86%	100.00%	NA
Targeted Case Management			
Aetna Better Health	81.72%	47.06%	NA
Cook Children's Health Plan	0.00%	0.00%	NA
Therapies - OT, PT, or ST			
Aetna Better Health	100.00%	100.00%	NA
Cook Children's Health Plan	100.00%	100.00%	NA
Urologist			
Aetna Better Health	97.97%	100.00%	NA
Cook Children's Health Plan	98.66%	100.00%	NA
Travis			
Acute Care Hospital			
Blue Cross and Blue Shield of Texas	100.00%	88.67%	86.32%
Superior HealthPlan	100.00%	88.85%	69.89%
Audiologist			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Superior HealthPlan	100.00%	100.00%	100.00%
Behavioral Health - Outpatient			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Cardiovascular Disease			
Blue Cross and Blue Shield of Texas	94.30%	82.00%	100.00%
Superior HealthPlan	99.84%	100.00%	100.00%
ENT (otolaryngology)			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
General Surgeon			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	99.53%	100.00%	100.00%
OB/GYN			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Ophthalmologist			
Blue Cross and Blue Shield of Texas	99.86%	100.00%	100.00%
Superior HealthPlan	99.84%	100.00%	100.00%
Orthopedist			
Blue Cross and Blue Shield of Texas	95.51%	100.00%	100.00%
Superior HealthPlan	95.10%	92.99%	100.00%
Pediatrician			
Blue Cross and Blue Shield of Texas	100.00%	90.32%	100.00%
Superior HealthPlan	99.40%	93.44%	100.00%
Pharmacy			
Blue Cross and Blue Shield of Texas	84.07%	50.17%	95.69%
Superior HealthPlan	80.71%	47.60%	96.77%
Prenatal			
Blue Cross and Blue Shield of Texas	98.64%	100.00%	100.00%
Superior HealthPlan	98.52%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Psychiatrist			
Blue Cross and Blue Shield of Texas	96.82%	100.00%	81.20%
Superior HealthPlan	100.00%	100.00%	100.00%
Targeted Case Management			
Blue Cross and Blue Shield of Texas	97.72%	72.67%	100.00%
Superior HealthPlan	99.84%	82.17%	100.00%
Therapies - OT, PT, or ST			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	100.00%	100.00%	100.00%
Urologist			
Blue Cross and Blue Shield of Texas	100.00%	100.00%	100.00%
Superior HealthPlan	99.81%	100.00%	97.85%

STAR Health: Percent of Members within Distance Standard of one In-Network Provider

Bexar

Acute Care Hospital	100.00%	100.00%	100.00%
Audiologist	100.00%	100.00%	100.00%
Behavioral Health - Outpatient	100.00%	100.00%	100.00%
Cardiovascular Disease	99.75%	100.00%	100.00%
ENT (otolaryngology)	100.00%	100.00%	100.00%
General Surgeon	99.72%	100.00%	100.00%
OB/GYN	100.00%	100.00%	100.00%
Ophthalmologist	99.61%	100.00%	100.00%
Orthopedist	99.97%	100.00%	100.00%
Pediatrician	99.72%	100.00%	100.00%
Pharmacy	83.66%	54.20%	100.00%
Prenatal	88.45%	100.00%	100.00%
Psychiatrist	99.66%	100.00%	100.00%
Targeted Case Management	99.72%	95.42%	100.00%
Therapies - OT, PT, or ST	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Urologist	100.00%	100.00%	100.00%
Dallas			
Acute Care Hospital	100.00%	NA	100.00%
Audiologist	92.16%	NA	100.00%
Behavioral Health - Outpatient	100.00%	NA	100.00%
Cardiovascular Disease	99.24%	NA	100.00%
ENT (otolaryngology)	98.69%	NA	100.00%
General Surgeon	99.91%	NA	100.00%
OB/GYN	100.00%	NA	100.00%
Ophthalmologist	98.31%	NA	100.00%
Orthopedist	94.64%	NA	100.00%
Pediatrician	96.47%	NA	100.00%
Pharmacy	85.86%	NA	100.00%
Prenatal	97.75%	NA	100.00%
Psychiatrist	99.59%	NA	100.00%
Targeted Case Management	98.66%	NA	100.00%
Therapies - OT, PT, or ST	100.00%	NA	100.00%
Urologist	97.90%	NA	100.00%
El Paso			
Acute Care Hospital	100.00%	NA	NA
Audiologist	100.00%	NA	NA
Behavioral Health - Outpatient	100.00%	NA	NA
Cardiovascular Disease	100.00%	NA	NA
ENT (otolaryngology)	100.00%	NA	NA
General Surgeon	100.00%	NA	NA
OB/GYN	100.00%	NA	NA
Ophthalmologist	100.00%	NA	NA
Orthopedist	100.00%	NA	NA
Pediatrician	100.00%	NA	NA
Pharmacy	82.07%	NA	NA
Prenatal	100.00%	NA	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Psychiatrist	100.00%	NA	NA
Targeted Case Management	100.00%	NA	NA
Therapies - OT, PT, or ST	100.00%	NA	NA
Urologist	100.00%	NA	NA
Harris			
Acute Care Hospital	100.00%	100.00%	100.00%
Audiologist	99.96%	100.00%	100.00%
Behavioral Health - Outpatient	100.00%	100.00%	100.00%
Cardiovascular Disease	98.37%	100.00%	100.00%
ENT (otolaryngology)	99.26%	100.00%	100.00%
General Surgeon	99.74%	100.00%	100.00%
OB/GYN	100.00%	100.00%	100.00%
Ophthalmologist	100.00%	100.00%	100.00%
Orthopedist	99.34%	91.18%	100.00%
Pediatrician	99.87%	100.00%	100.00%
Pharmacy	88.53%	50.00%	99.34%
Prenatal	98.27%	100.00%	100.00%
Psychiatrist	99.10%	100.00%	95.36%
Targeted Case Management	98.73%	64.71%	100.00%
Therapies - OT, PT, or ST	100.00%	100.00%	100.00%
Urologist	98.61%	100.00%	100.00%
Hidalgo			
Acute Care Hospital	100.00%	100.00%	70.83%
Audiologist	19.20%	0.00%	41.67%
Behavioral Health - Outpatient	100.00%	100.00%	100.00%
Cardiovascular Disease	99.92%	29.51%	100.00%
ENT (otolaryngology)	69.36%	100.00%	100.00%
General Surgeon	99.92%	100.00%	100.00%
OB/GYN	100.00%	100.00%	100.00%
Ophthalmologist	99.92%	73.77%	95.83%
Orthopedist	100.00%	73.77%	91.67%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Pediatrician	100.00%	48.28%	100.00%
Pharmacy	78.84%	80.33%	89.58%
Prenatal	100.00%	100.00%	100.00%
Psychiatrist	80.80%	60.66%	75.00%
Targeted Case Management	73.45%	0.00%	100.00%
Therapies - OT, PT, or ST	100.00%	100.00%	100.00%
Urologist	100.00%	78.69%	95.83%
Jefferson			
Acute Care Hospital	100.00%	100.00%	88.67%
Audiologist	100.00%	100.00%	100.00%
Behavioral Health - Outpatient	100.00%	100.00%	100.00%
Cardiovascular Disease	98.42%	96.02%	100.00%
ENT (otolaryngology)	0.00%	67.16%	94.58%
General Surgeon	85.53%	100.00%	100.00%
OB/GYN	100.00%	100.00%	100.00%
Ophthalmologist	98.42%	99.50%	100.00%
Orthopedist	94.21%	88.56%	100.00%
Pediatrician	87.04%	99.46%	100.00%
Pharmacy	75.26%	68.66%	95.57%
Prenatal	90.91%	47.06%	57.14%
Psychiatrist	100.00%	94.03%	100.00%
Targeted Case Management	100.00%	70.65%	100.00%
Therapies - OT, PT, or ST	100.00%	100.00%	100.00%
Urologist	0.00%	58.71%	82.76%
Lubbock			
Acute Care Hospital	100.00%	NA	99.25%
Audiologist	99.65%	NA	100.00%
Behavioral Health - Outpatient	100.00%	NA	100.00%
Cardiovascular Disease	99.38%	NA	100.00%
ENT (otolaryngology)	100.00%	NA	100.00%
General Surgeon	99.38%	NA	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
OB/GYN	100.00%	NA	100.00%
Ophthalmologist	99.38%	NA	100.00%
Orthopedist	99.38%	NA	100.00%
Pediatrician	99.33%	NA	100.00%
Pharmacy	84.13%	NA	96.99%
Prenatal	97.09%	NA	100.00%
Psychiatrist	99.65%	NA	100.00%
Targeted Case Management	99.65%	NA	100.00%
Therapies - OT, PT, or ST	100.00%	NA	100.00%
Urologist	59.04%	NA	69.17%
MRSA Central Texas			
Acute Care Hospital	100.00%	100.00%	98.76%
Audiologist	68.67%	100.00%	93.54%
Behavioral Health - Outpatient	100.00%	100.00%	100.00%
Cardiovascular Disease	97.81%	100.00%	100.00%
ENT (otolaryngology)	100.00%	100.00%	100.00%
General Surgeon	98.94%	100.00%	100.00%
OB/GYN	100.00%	100.00%	100.00%
Ophthalmologist	98.12%	100.00%	100.00%
Orthopedist	99.44%	100.00%	100.00%
Pediatrician	45.21%	93.65%	99.14%
Pharmacy	74.36%	86.07%	96.97%
Prenatal	89.81%	100.00%	97.78%
Psychiatrist	100.00%	100.00%	100.00%
Targeted Case Management	99.87%	4.98%	100.00%
Therapies - OT, PT, or ST	100.00%	100.00%	100.00%
Urologist	99.94%	99.00%	93.12%
MRSA Northeast Texas			
Acute Care Hospital	100.00%	99.66%	97.57%
Audiologist	51.27%	75.15%	94.69%
Behavioral Health - Outpatient	100.00%	100.00%	100.00%

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Cardiovascular Disease	97.46%	88.37%	99.56%
ENT (otolaryngology)	99.69%	100.00%	100.00%
General Surgeon	97.76%	100.00%	100.00%
OB/GYN	100.00%	100.00%	100.00%
Ophthalmologist	97.66%	93.93%	100.00%
Orthopedist	97.76%	99.83%	100.00%
Pediatrician	60.65%	59.46%	100.00%
Pharmacy	68.74%	64.53%	98.23%
Prenatal	79.69%	98.75%	100.00%
Psychiatrist	92.37%	93.43%	99.56%
Targeted Case Management	69.38%	60.83%	94.69%
Therapies - OT, PT, or ST	100.00%	100.00%	100.00%
Urologist	99.69%	100.00%	100.00%
MRSA West Texas			
Acute Care Hospital	100.00%	100.00%	93.61%
Audiologist	77.73%	100.00%	81.70%
Behavioral Health - Outpatient	100.00%	100.00%	99.65%
Cardiovascular Disease	99.24%	100.00%	83.98%
ENT (otolaryngology)	99.67%	100.00%	94.83%
General Surgeon	99.24%	100.00%	94.22%
OB/GYN	100.00%	100.00%	97.56%
Ophthalmologist	99.45%	100.00%	83.63%
Orthopedist	99.24%	100.00%	88.09%
Pediatrician	54.89%	96.99%	84.95%
Pharmacy	76.17%	85.89%	92.73%
Prenatal	98.78%	100.00%	87.32%
Psychiatrist	100.00%	96.93%	74.78%
Targeted Case Management	78.06%	100.00%	78.90%
Therapies - OT, PT, or ST	100.00%	100.00%	90.72%
Urologist	67.69%	100.00%	55.78%

Nueces

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Acute Care Hospital	100.00%	100.00%	100.00%
Audiologist	81.22%	100.00%	96.45%
Behavioral Health - Outpatient	100.00%	100.00%	100.00%
Cardiovascular Disease	99.56%	99.19%	100.00%
ENT (otolaryngology)	100.00%	100.00%	100.00%
General Surgeon	82.75%	100.00%	100.00%
OB/GYN	98.80%	100.00%	100.00%
Ophthalmologist	97.60%	96.75%	100.00%
Orthopedist	97.82%	96.75%	99.49%
Pediatrician	79.67%	96.46%	95.53%
Pharmacy	82.53%	93.50%	99.49%
Prenatal	94.34%	72.73%	100.00%
Psychiatrist	81.22%	100.00%	100.00%
Targeted Case Management	100.00%	85.37%	100.00%
Therapies - OT, PT, or ST	100.00%	100.00%	100.00%
Urologist	100.00%	100.00%	100.00%
Tarrant			
Acute Care Hospital	100.00%	100.00%	NA
Audiologist	96.67%	100.00%	NA
Behavioral Health - Outpatient	100.00%	100.00%	NA
Cardiovascular Disease	97.26%	98.55%	NA
ENT (otolaryngology)	99.68%	100.00%	NA
General Surgeon	97.49%	100.00%	NA
OB/GYN	100.00%	100.00%	NA
Ophthalmologist	93.66%	92.75%	NA
Orthopedist	100.00%	98.55%	NA
Pediatrician	95.06%	98.46%	NA
Pharmacy	83.07%	72.46%	NA
Prenatal	98.30%	100.00%	NA
Psychiatrist	99.50%	100.00%	NA
Targeted Case Management	90.24%	34.78%	NA

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Therapies - OT, PT, or ST	99.82%	100.00%	NA
Urologist	99.64%	100.00%	NA
Travis			
Acute Care Hospital	100.00%	94.93%	94.67%
Audiologist	100.00%	100.00%	100.00%
Behavioral Health - Outpatient	100.00%	100.00%	100.00%
Cardiovascular Disease	99.61%	100.00%	100.00%
ENT (otolaryngology)	99.83%	100.00%	100.00%
General Surgeon	98.84%	100.00%	100.00%
OB/GYN	100.00%	100.00%	100.00%
Ophthalmologist	100.00%	100.00%	100.00%
Orthopedist	95.19%	95.85%	100.00%
Pediatrician	90.83%	93.17%	100.00%
Pharmacy	83.23%	53.00%	100.00%
Prenatal	99.46%	100.00%	100.00%
Psychiatrist	100.00%	100.00%	100.00%
Targeted Case Management	99.61%	78.80%	100.00%
Therapies - OT, PT, or ST	100.00%	100.00%	100.00%
Urologist	100.00%	100.00%	100.00%

Dental Specialists (Statewide): Percent of Members Within Distance Standard of One In-Network Provider

DentaQuest			
Endodontist	87.79%	54.68%	56.90%
Main Dentist	100.00%	100.00%	99.99%
Orthodontist	98.60%	87.65%	89.26%
Pediatric Dentist	100.00%	95.44%	98.49%
Prosthodontist	12.15%	12.17%	9.67%
MCNA Dental			

Service Area, Provider Type, Plan	Metro Counties	Micro Counties	Rural Counties
Endodontist	93.14%	82.42%	66.91%
Main Dentist	99.99%	100.00%	99.99%
Orthodontist	97.35%	67.11%	83.87%
Pediatric Dentist	0.00%	0.00%	0.00%
Prosthodontist	0.00%	0.00%	0.00%
Superior HealthPlan			
Endodontist	89.86%	54.08%	62.96%
Main Dentist	100.00%	100.00%	99.95%
Orthodontist	97.87%	89.43%	88.69%
Pediatric Dentist	99.94%	95.73%	98.39%
Prosthodontist	51.69%	20.42%	21.33%
