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## Experience of Care – STAR Kids Caregiver Survey ?

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ALL Health Plans in ALL Service Areas  
2020-Experience of Care - STAR Kids Caregiver Survey  
[Easy to get consumable medical supplies](#)

QuotaName	Service Area													
	MRSA West	Jefferson	Bexar	Hidalgo	Nueces	Harris	ALL	El Paso	MRSA Northeast	Dallas	Tarrant	Lubbock	Travis	MRSA Central
Texas Children's Health Plan		12.8				72.6	68.0		65.5					
Amerigroup	17.4					45.5	63.4	59.7		76.3		82.1		
Community First Health Plans			59.1				59.1							
Superior HealthPlan	47.1		49.7	41.5	55.0		60.1	79.9				72.8	86.0	
Children's Medical Center Health Plan							65.2			65.2				
ALL	30.4	44.2	57.3	63.2	60.5	69.0	67.7	70.9	68.9	70.4	71.6	78.1	82.2	86.1
Driscoll Health Plan				76.0	61.4		69.8							
Aetna Better Health							70.7				70.3			
Cook Children's Health Plan							71.4				71.4			
UnitedHealthcare Community Plan		76.2		46.6		69.6	69.3		76.3					98.1
Blue Cross Blue Shield of Texas							80.7						81.1	81.1



2020-Experience of Care - STAR Kids Caregiver Survey  
Easy to get special medical equipment or devices

QuotaName	Service Area													
	Lubbock	MRSA Central	Jefferson	MRSA West	Tarrant	MRSA Northeast	ALL	Bexar	Nueces	Harris	Travis	Hidalgo	Dallas	El Paso
Blue Cross Blue Shield of Texas		20.9					38.0				52.1			
Cook Children's Health Plan					43.1		43.1							
Texas Children's Health Plan			42.0			30.7	50.3			57.9				
Aetna Better Health					47.1		47.7							
ALL	40.1	41.7	42.0	42.7	44.3	43.1	52.5	52.6	54.6	55.0	58.2	60.2	59.3	61.6
Community First Health Plans							52.3	52.2						
UnitedHealthcare Community Plan		61.3	43.0			63.0	53.1			46.0		52.1		
Superior HealthPlan	25.8			47.6			56.8	52.5	51.0		64.3	70.3		61.4
Amerigroup	53.5			39.8			55.1			58.2			58.6	62.7
Driscoll Health Plan							55.3		55.0			55.6		
Children's Medical Center Health Plan							61.0						61.0	

National Percentile Trends

- 0-10th Percentile
- 10th-25th Percentile
- 25th-50th Percentile
- 50th-75th Percentile
- 75th-90th Percentile
- +90th Percentile
- No Percentiles Available

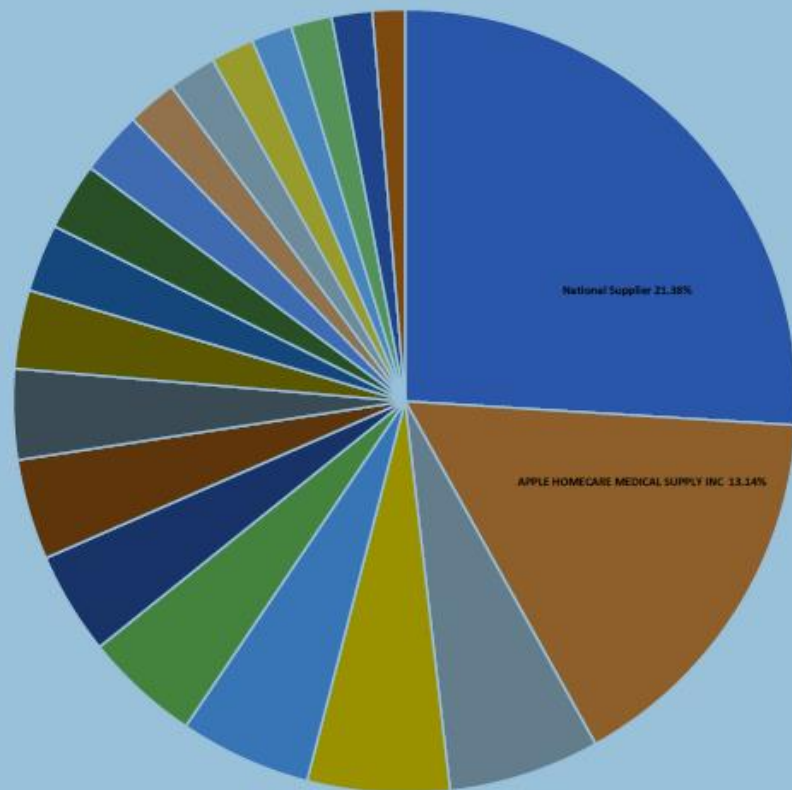


- **Abbott Recalls Powder Formulas**
- **ABBOTT VOLUNTARILY RECALLS POWDER FORMULAS MANUFACTURED AT ONE PLANT**
- Recall is isolated to powder formulas, including Similac<sup>®</sup>, Alimentum<sup>®</sup> and EleCare<sup>®</sup>, manufactured at the Sturgis, Mich., plant. Recall does not include any metabolic deficiency nutrition formulas. No Abbott liquid formulas or other Abbott nutrition powders and brands are impacted.
- Parents or customers with impacted product should visit [similacrecall.com](http://similacrecall.com) or call +1-800-986-8540

To alleviate the catastrophic supply chain burden, we would like to request the following:

- If authorization has been obtained and the procedure code(s) changes, providers are not required to obtain a modification to the existing authorization.
- We further ask that MCO Plans develop a consistent internal process to facilitate claims payment.
- We ask that prior authorization requirements be given the flexibility and directed guidance from HHSC.

Enteral B4034 B4035 B4036 - Top 20



## **Pediasure Product Supply Disruption:**

Abbott is currently experiencing product supply disruption for Pediasure causing a low inventory that is expected to continue for an extended period. Abbott is encouraging physicians to help patients transition to a suitable alternative if necessary.

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