HEALTH PLAN PERFORMANCE

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

★ Lowest Performance in STAR Kids

Health Plan	Texas Children's	UnitedHealthcare
Overall Health Plan Quality	***	***
Experience with the Health Plan	***	***
Parents give high ratings to the health plan	***	*
Fewest complaints about the health plan	****	****
Getting Care	***	***
People get the care they need without problems or long waits	***	***
People get regular checkups	****	***
People get special therapy easily	***	***
People get prescription medicines easily	***	***
Services and Support	***	***
People get help arranging or coordinating care	***	***
Doctors and other health providers answer questions	***	**
Doctors discuss eventual transition to adult care for adolescents (12–17)	****	***
Mental and Behavioral Health	***	***
People get emotional and behavioral counseling easily	**	***
Doctors follow up after hospitalization for mental illness	No rating [†]	No rating [†]
Health monitoring for people using antipsychotics	****	**



BEAUMONT AREA

View this report card online: texashhs.org/PlanReportCards

Report card for STAR KIDS health plans

How do the health plans measure up?



Health Plan	Telephone	Website	
Texas Children's Health Plan	(800) 659-5764	https://www.texaschildrenshealthplan.org/	
UnitedHealthcare Community Plan	(877) 597-7799	https://www.uhc.com/communityplan/texas/plans	

