## **HEALTH PLAN PERFORMANCE**

\*\*\*\* Hi \*\*\*\* \*\*\*

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** 

	Texas Children's Health Plan	UnitedHealthcare Community Plan
Overall Health Plan Quality	***	***
Experience with the Health Plan	***	**
Parents give high ratings to the health plan	***	**
Fewest complaints about the health plan	No rating <sup>†</sup>	No rating <sup>†</sup>
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)	**	No rating <sup>†</sup>
Mental and Behavioral Health	***	***
People get emotional and behavioral counseling easily	*	****
Doctors follow up after hospitalization for mental illness	No rating <sup>†</sup>	No rating <sup>†</sup>
Health monitoring for people using antipsychotics	****	**



## **BEAUMONT AREA**

View this report card online: <a href="texashhs.org/PlanReportCards">texashhs.org/PlanReportCards</a>

## 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.uhccommunityplan.com/tx	

