HEALTH PLAN PERFORMANCE

***** H **** ***

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	Blue Cross and Blue Shield	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	**	*
Health monitoring for people using antipsychotics	**	***



MEDICAID RURAL SERVICE AREA-CENTRAL

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	
Blue Cross and Blue Shield	(877) 688-1811	https://www.bcbstx.com/starkids/	
UnitedHealthcare Community Plan	(877) 597-7799	https://www.uhc.com/communityplan/texas/plans	

