

# 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.

★★★★★ Highest Performance in STAR Kids  
 ★★★★★  
 ★★★★★  
 ★★★★★  
 ★★★★★  
 ★★ Lowest Performance in STAR Kids  
 ★



	Blue Cross and Blue Shield	UnitedHealthcare Community Plan
<b>Overall Health Plan Quality</b>	★★★★☆	★★★☆☆
<b>Experience with the Health Plan</b>	★★★★	★★★☆☆
Parents give high ratings to the health plan	★★★★★	★★★☆☆
Fewest complaints about the health plan	★	No rating <sup>†</sup>
<b>Getting Care</b>	★★★★	★★★☆☆
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	★★★★★	★★★★★
<b>Services and Support</b>	★★★★★	★★★☆☆
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)	★★★★★	★★★☆☆
<b>Mental and Behavioral Health</b>	★★★★☆	★★★☆☆
People get emotional and behavioral counseling easily	★★★★	★☆☆☆☆
Doctors follow up after hospitalization for mental illness	★★☆☆*	★★☆☆*
Health monitoring for people using antipsychotics	★★★★	★★☆☆*

<sup>†</sup> If a plan shows “No rating”: this is not a bad rating. At the time of the study, the plan either: (1) was new to the area or (2) did not have enough information to rate.

View this report card online: [texashhs.org/PlanReportCards](https://www.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	<a href="https://www.bcbstx.com/starkids/">https://www.bcbstx.com/starkids/</a>
UnitedHealthcare Community Plan	(877) 597-7799	<a href="https://www.uhccommunityplan.com/tx">https://www.uhccommunityplan.com/tx</a>

