

# 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  
 ★



## Overall Health Plan Quality

Aetna Better Health

Amerigroup

★★

★★★★

## Experience with the Health Plan

★

★★★★

Parents give high ratings to the health plan

★

★

Fewest complaints about the health plan

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)

★★★★★

★★★★

## 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

★

★

<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://texashhs.org/PlanReportCards)

## Report card for **STAR KIDS** health plans

### How do the health plans measure up?



Health Plan	Telephone	Website
Aetna Better Health	(844) 787-5437	<a href="https://www.aetnabetterhealth.com/texas">https://www.aetnabetterhealth.com/texas</a>
Amerigroup	(844) 756-4600	<a href="https://www.myamerigroup.com/TX">https://www.myamerigroup.com/TX</a>

