

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



Health Plan

Overall Health Plan Quality

Aetna Better Health

Wellpoint

★★★★

★★★★

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

★

★

† 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

Report card for **STAR KIDS** health plans

How do the health plans measure up?



Health Plan	Telephone	Website
Aetna Better Health	(844) 787-5437	https://www.aetnabetterhealth.com/texas
Wellpoint	(833) 731-2160	https://www.wellpoint.com/tx/medicaid

