HEALTH PLAN PERFORMANCE

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

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.

| Health Plan | Superior | Wellpoint |
|---|----------|------------------------|
| 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 | **** | No rating [†] |
| People get emotional and behavioral counseling easily | **** | **** |
| Doctors follow up after hospitalization for mental illness | **** | No rating [†] |
| Health monitoring for people using antipsychotics | **** | No rating [†] |



EL PASO AREA

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 | |
|---------------------|----------------|---------------------------------------|--|
| Superior HealthPlan | (844) 590-4883 | https://www.SuperiorHealthPlan.com/ | |
| Wellpoint | (833) 731-2160 | https://www.wellpoint.com/tx/medicaid | |

