

# 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

Amerigroup

Superior HealthPlan

★★★★★

★★★★★

## 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

No rating<sup>†</sup>

★★★★★

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: [texasrhs.org/PlanReportCards](https://texasrhs.org/PlanReportCards)

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

### How do the health plans measure up?



Health Plan	Telephone	Website
Amerigroup	(844) 756-4600	<a href="https://www.myamerigroup.com/TX">https://www.myamerigroup.com/TX</a>
Superior HealthPlan	(844) 590-4883	<a href="https://www.SuperiorHealthPlan.com/">https://www.SuperiorHealthPlan.com/</a>

