

# 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  
 ★

	Aetna Better Health	Cook Children's Health 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://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>
Cook Children's Health Plan	(844) 843-0004	<a href="https://www.cookchp.org">https://www.cookchp.org</a>

