

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

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

Texas Children's

UnitedHealthcare

Wellpoint

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† 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
Texas Children's Health Plan	(800) 659-5764	https://www.texaschildrenshealthplan.org/
UnitedHealthcare Community Plan	(877) 597-7799	https://www.uhc.com/communityplan/texas/plans
Wellpoint	(833) 731-2160	https://www.wellpoint.com/tx/medicaid

