HEALTH PLAN PERFORMANCE

***** Highest 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.

★ Lowest Performance in STAR Kids

	Amerigroup	Superior HealthPlan
Overall Health Plan Quality	****	****
Experience with the Health Plan	***	***
Parents give high ratings to the health plan	***	***
Fewest complaints about the health plan	No rating [†]	No rating [†]
Getting Care	***	***
People get the care they need without problems or long waits	***	****
People get regular checkups	***	***
People get special therapy easily	No rating [†]	****
People get prescription medicines easily	***	**
Services and Support	****	***
People get help arranging or coordinating care	No rating [†]	**
Doctors and other health providers answer questions	****	****
Doctors discuss eventual transition to adult care for adolescents (12–17)	No rating [†]	***
Mental and Behavioral Health	No rating [†]	***
People get emotional and behavioral counseling easily	No rating [†]	****
Doctors follow up after hospitalization for mental illness	No rating [†]	No rating [†]
Health monitoring for people using antipsychotics	No rating [†]	****



LUBBOCK 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
Amerigroup	(844) 756-4600	https://www.myamerigroup.com/TX
Superior HealthPlan	(844) 590-4883	https://www.SuperiorHealthPlan.com/

