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.



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	*	No rating [†]
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	**	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: <u>texashhs.org/PlanReportCards</u>

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	

