## **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

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**H** Lowest Performance in STAR Kids

Health Plan	Texas Children's	UnitedHealthcare
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	***	*****

<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.



## **MEDICAID RURAL SERVICE AREA-NORTHEAST**

RELEASE DATE: MARCH 2024 MEDICAID RURAL SERVICE AREA-NORTHEAST

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	



To learn more about each health plan's performance, visit the Texas Healthcare Learning Collaborative at THLCPortal.com.