



# 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+PLUS  
  
  
  
 Lowest Performance in STAR+PLUS

	Amerigroup	UnitedHealthcare Community Plan
<b>Overall Health Plan Quality</b>	★★★★	★★★★
<b>Experience with the Health Plan</b>	★★★★	★★★★
People give high ratings to the health plan	★★	★
Fewest complaints about the health plan	★★★★	★★★★★
<b>Experience of Care</b>	★★	★★
People get the care they need without problems or long waits	★★	★★
Doctors listen carefully, explain clearly and spend enough time with people	★★	★★
People give high ratings to their personal doctor	★★	★★
<b>Staying Healthy</b>	★★	★★★★
People get regular yearly checkups	★★	★★★★
Women get regular screenings for breast and cervical cancer	★★★	★★
<b>Common Chronic Conditions</b>	★★★★	★★★★
People get care for depression and other mental conditions	★★	★★★★★
Doctors follow up after urgent treatment for alcohol, opioid or other drug use	★★★★★	★★★★★
People get tests and treatment for COPD (Chronic Obstructive Pulmonary Disease)	★★	★★
People get care for diabetes	★★★★	★★

† 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: [texasrhs.org/PlanReportCards](https://texasrhs.org/PlanReportCards)

# Report card for **STAR+PLUS** health plans

## How do the health plans measure up?



Health Plan	Telephone	Website
Amerigroup	(800) 600-4441	<a href="https://www.myamerigroup.com/TX">https://www.myamerigroup.com/TX</a>
UnitedHealthcare Community Plan	(888) 887-9003	<a href="https://www.uhccommunityplan.com/tx">https://www.uhccommunityplan.com/tx</a>

