

# 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	Molina Healthcare	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	★★☆	No rating <sup>†</sup>	★★★★
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	★★★★☆	★★★★	★★★

<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.

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>
Molina Healthcare	(866) 449-6849	<a href="https://www.molinahealthcare.com/members/tx/en-US/">https://www.molinahealthcare.com/members/tx/en-US/</a>
UnitedHealthcare Community Plan	(888) 887-9003	<a href="https://www.uhccommunityplan.com/tx">https://www.uhccommunityplan.com/tx</a>

