## **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

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**±** Lowest Performance in STAR+PLUS

Health Plan	Superior	UnitedHealthcare
Overall Health Plan Quality	***	****
Experience with the Health Plan	***	****
People give high ratings to the health plan	***	***
Fewest complaints about the health plan	***	*****
Experience of Care	***	****
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	***	****
Staying Healthy	****	***
People get regular yearly checkups	*****	****
Women get regular screenings for breast and cervical cancer	**	**
Common Chronic Conditions	***	****
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	**	***

<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.



## Report card for STAR+PLUS health plans

## How do the health plans measure up?



Health Plan	Telephone	Website	
Superior HealthPlan	(877) 277-9772	https://www.SuperiorHealthPlan.com/	
UnitedHealthcare Community Plan	(888) 887-9003	https://www.uhc.com/communityplan/texas/plans	

