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

Health Plan	Molina	Superior
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)	No rating ⁺	***
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.



VALLEY AREA View this report card online: <u>texashhs.org/PlanReportCards</u>

Report card for STAR+PLUS health plans

How do the health plans measure up?



Health Plan	Telephone	Website	
Molina Healthcare	(866) 449-6849	https://www.molinahealthcare.com/members/tx/en-US/	
Superior HealthPlan	(877) 277-9772	https://www.SuperiorHealthPlan.com/	

