


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
★★★★★
★★★★★
★★★★★
★★★
★ Lowest Performance in STAR

 Health Plan	Blue Cross and Blue Shield	Dell Children's	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	★★★★★	★★★	★★★★★
Women get checkups during pregnancy	★★★★	★★	★★★★
New mothers get checkups after giving birth	★★★★★	★★	★★★★★
People get regular yearly checkups	★★★	★	★★★★
Women get regular screenings for cervical cancer	★★	★	★★★★
Common Chronic Conditions	★★★★★	★★★★	★★★★★
People get care for depression and other mental conditions	★★★★★	★★★★★	★★★★
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: texashhs.org/PlanReportCards

Report card for **STAR** health plans for adults

How do the health plans measure up?



Health Plan	Telephone	Website
Blue Cross and Blue Shield	(888) 657-6061	https://www.bcbstx.com/star/
Dell Children's Health Plan	(855) 921-6284	https://dellchildrenshealthplan.com
Superior HealthPlan	(800) 783-5386	https://www.SuperiorHealthPlan.com/

