## **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.

	Blue Cross and Blue Shield	Dell Children's Health Plan	Superior HealthPlan
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	**	***	***



## **AUSTIN AREA**

View this report card online: <a href="texashhs.org/PlanReportCards">texashhs.org/PlanReportCards</a>

## 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	(888) 596-0268	https://www.dellchildrens.net/health-plan/
Superior HealthPlan	(800) 783-5386	https://www.SuperiorHealthPlan.com/

