

# 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



	Aetna Better Health	Amerigroup	Cook Children's Health 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>	★★	★★	★★
Women get checkups during pregnancy	★★	★★	★★
New mothers get checkups after giving birth	★★★★	★★★★	★★★★
People get regular yearly checkups	★★	★★	★
Women get regular screenings for cervical cancer	★★	★★	★★
<b>Common Chronic Conditions</b>	★★	★★★	★★★
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: [texasrhs.org/PlanReportCards](https://texasrhs.org/PlanReportCards)

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

### How do the health plans measure up?



Health Plan	Telephone	Website
Aetna Better Health	(800) 306-8612	<a href="https://www.aetnabetterhealth.com/texas">https://www.aetnabetterhealth.com/texas</a>
Amerigroup	(800) 600-4441	<a href="https://www.myamerigroup.com/TX">https://www.myamerigroup.com/TX</a>
Cook Children's Health Plan	(800) 964-2247	<a href="https://www.cookchp.org">https://www.cookchp.org</a>

