

# 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



## 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

	Amerigroup	Community Health Choice	Molina Healthcare	Texas Children's	United
<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	★★☆	★★★☆	No rating <sup>†</sup>	★★★☆	★★★
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.

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
Amerigroup	(800) 600-4441	<a href="https://www.myamerigroup.com/TX">https://www.myamerigroup.com/TX</a>
Community Health Choice	(888) 760-2600	<a href="https://www.communityhealthchoice.org">https://www.communityhealthchoice.org</a>
Molina Healthcare	(866) 449-6849	<a href="https://www.molinahealthcare.com/members/tx/en-US/">https://www.molinahealthcare.com/members/tx/en-US/</a>
Texas Children's Health Plan	(866) 959-2555	<a href="https://www.texaschildrenshealthplan.org/">https://www.texaschildrenshealthplan.org/</a>
UnitedHealthcare Community Plan	(888) 887-9003	<a href="https://www.uhccommunityplan.com/tx">https://www.uhccommunityplan.com/tx</a>

