


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	FirstCare	Superior	Wellpoint
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	No rating [†]	★★★★	★★★★
People give high ratings to their personal doctor	★★★★★	★★	★★★★
Staying Healthy	★★	★★★	★★★
Women get checkups during pregnancy	★	★	No rating [†]
New mothers get checkups after giving birth	★	★	No rating [†]
People get regular yearly checkups	★★★★★	★★★★★	★★★★
Women get regular screenings for cervical cancer	★★	★★★★	★★
Common Chronic Conditions	★★	★★	★★
People get care for depression and other mental conditions	★★★	★★★	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.

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
FirstCare Health Plans	(800) 431-7798	https://FirstCare.com/STAR
Superior HealthPlan	(800) 783-5386	https://www.SuperiorHealthPlan.com/
Wellpoint	(833) 731-2160	https://www.wellpoint.com/tx/medicaid

