

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
 ★

	Amerigroup	FirstCare Health Plans	Superior HealthPlan
Overall Health Plan Quality	★★★	★★★	★★★
Experience with the Health Plan	★★	★★★★★	★★★★★
Parents give high ratings to the health plan	★★	★★★★	★★★★★
Fewest complaints about the health plan	No rating [†]	★★★★★★	No rating [†]
Experience of Care	★★★	★★★★★	★★★★★
Children get care as soon as they need it	★★	★★★★	★★★★★
Doctors listen carefully, explain clearly and spend enough time with people	★★	★★★★	★★★★★
Parents give high ratings to their child's personal doctor	★★★★★★	★★★★★	★★★★
Staying Healthy	★★	★★★	★★★
Babies and toddlers get regular checkups	★★	★★	★★
Children and teens get regular checkups	★★	★★★★	★★★★
Children and teens get their vaccines	★★★	★★★★	★★★★
Common Chronic Conditions	No rating [†]	★★	★★★
Children get medicine for asthma	No rating [†]	★★	★★★★★
Children see the doctor for ADHD (Attention Deficit Hyperactivity Disorder)	No rating [†]	★	★

[†] 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

Report card for **STAR** health plans for children

How do the health plans measure up?



Health Plan	Telephone	Website
Amerigroup	(800) 600-4441	https://www.myamerigroup.com/TX
FirstCare Health Plans	(800) 431-7798	https://FirstCare.com/STAR
Superior HealthPlan	(800) 783-5386	https://www.SuperiorHealthPlan.com/

