

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	Community First Health Plans	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	★★	★★★★	★★	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](https://www.texashhs.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) 248-7767	https://www.aetnabetterhealth.com/texas
Amerigroup	(800) 600-4441	https://www.myamerigroup.com/TX
Community First Health Plans	(800) 434-2347	https://medicaid.communityfirsthealthplans.com/members/star-medicaid/
Superior HealthPlan	(800) 783-5386	https://www.SuperiorHealthPlan.com/

