


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	Aetna Better Health	Community First	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	★★	★★★★	★★★★	★
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
Aetna Better Health	(800) 248-7767	https://www.aetnabetterhealth.com/texas
Community First Health	(800) 434-2347	https://medicaid.communityfirsthealthplans.com/members/star-medicaid/
Superior HealthPlan	(800) 783-5386	https://www.SuperiorHealthPlan.com/
Wellpoint	(833) 731-2160	https://www.wellpoint.com/tx/medicaid

