

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
 ★☆☆☆☆
 ★☆☆☆☆
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 ★☆☆☆☆
 ★☆☆☆☆
 ★☆☆☆☆ Lowest Performance in STAR



	Aetna Better Health	Amerigroup	Community First 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	★★★★★	★★★★	★★★★★☆☆	★★★★★
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: texashhs.org/PlanReportCards

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

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	(800) 434-2347	https://medicaid.communityfirsthealthplans.com/members/star-medicaid/
Superior HealthPlan	(800) 783-5386	https://www.SuperiorHealthPlan.com/

