

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+PLUS
 ★☆☆☆☆ Lowest Performance in STAR+PLUS

	Cigna-HealthSpring	UnitedHealthcare Community Plan
Overall Health Plan Quality	★★	★★★
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	★★★	★★★
People give high ratings to their personal doctor	★★★	★★★
People give high ratings to the health plan	★★★	★★★
Staying healthy	★★	★★★★★
People get regular yearly checkups	★★★	★★★
Women get regular screenings for breast and cervical cancer	★	★★★
Common Chronic Conditions	★★★	★★★
People get care for depression and constant low mood	★★★★★	★★★★★
Doctors follow up after urgent treatment for alcohol, opioid or other drug use	★★	★★
Doctors follow up after urgent treatment for mental illness	★★★★★	★★★
People get tests and treatment for COPD (Chronic Obstructive Pulmonary Disease)	★★★	★★
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.

Report card for **STAR+PLUS** health plans

How do the health plans measure up?



Health plans in your area

Cigna-HealthSpring (877) 653-0327 <https://www.cigna.com/starplus/>

UnitedHealthcare Community Plan (888) 887-9003 <https://www.uhccommunityplan.com/tx>

