

Getting help from doctors and the health plan:

Topic	FirstCare	Superior
Getting timely care: Did children get care right away when they needed it?	★★★☆☆ Average	★★★★★ Above Average
Talking with doctors: Did the doctor spend enough time with children and their parents? Listen to parents? Explain things well?	★★★★★ Above Average	★★★★★ Above Average
Main doctor: How did parents rate their children's main doctor?	★★★★★ Above Average	★★☆☆☆ Below Average
Health plan: How did parents rate this health plan?	★★☆☆☆ Below Average	★★☆☆☆ Below Average

Getting checkups:

Topic	FirstCare	Superior
Checkups: Did children and teens get their checkups?	★★★☆☆ Average	★★☆☆☆ Below Average

Getting help with health issues:

Topic	FirstCare	Superior
Asthma: How well does the health plan care for children with asthma?	★★☆☆☆ Below Average	No Rating
ADHD (Attention Deficit Hyperactivity Disorder): How well does the health plan care for children with ADHD?	★★★★★ Above Average	★★★★★ Above Average

Getting services from the health plan:

Topic	FirstCare	Superior
Performance rating: How well does this health plan perform?	★★☆☆☆ Below Average	★★☆☆☆ Below Average

If a plan shows “No rating”: This is not a bad rating. It means that at the time of the study: (1) the plan was new to the area, or (2) the plan didn't have enough members to get a rating.



How do the children's health plans measure up?

Report card for CHIP health plans

Health plans in your area

FirstCare	1-877-639-2447
Superior	1-800-783-5386



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Lubbock Service Area