

## Getting help from doctors and the health plan:

| Topic  | Amerigroup           | UnitedHealthcare     |
|--|----------------------|----------------------|
| <b>Getting timely care:</b><br>Did people get care right away when they needed it?                                 | ★★☆<br>Average       | ★☆☆<br>Below Average |
| <b>Talking with doctors:</b><br>Did the doctor spend enough time with people? Listen to them? Explain things well? | ★☆☆<br>Below Average | ★☆☆<br>Below Average |
| <b>Main doctor:</b><br>How did people rate their main doctor?  | ★☆☆<br>Below Average | ★☆☆<br>Below Average |
| <b>Getting needed care:</b><br>Did people get general and specialist care?   | ★★☆<br>Average       | ★☆☆<br>Below Average |
| <b>Health plan:</b><br>How did people rate this health plan?   | ★☆☆<br>Below Average | ★☆☆<br>Below Average |

## Getting checkups:

| Topic  | Amerigroup           | UnitedHealthcare     |
|--|----------------------|----------------------|
| <b>Checkups:</b><br>Were people able to get regular checkups? Did people see their doctors for checkups? | ★☆☆<br>Below Average | ★☆☆<br>Below Average |
| <b>Breast cancer screening:</b><br>Did women get mammograms?   | ★★☆<br>Average       | ★★☆<br>Average       |

## Getting help with health issues:

| Topic  | Amerigroup           | UnitedHealthcare     |
|--|----------------------|----------------------|
| <b>COPD (Chronic Obstructive Pulmonary Disease):</b><br>How well does the health plan care for people with COPD? | ★★★<br>Above Average | ★☆☆<br>Below Average |
| <b>Depression:</b><br>How well does the health plan care for people with depression?                             | ★★★<br>Above Average | ★★★<br>Above Average |
| <b>Diabetes:</b><br>How well does the health plan care for people with diabetes?                                 | ★★★<br>Above Average | ★☆☆<br>Below Average |

## Getting services from the health plan:

| Topic   | Amerigroup           | UnitedHealthcare     |
|---|----------------------|----------------------|
| <b>Performance rating:</b><br>How well does this health plan perform? | ★★★<br>Above Average | ★☆☆<br>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 health plans measure up?

## Report card for STAR+PLUS health plans

### Health plans in your area

|                  |                |
|------------------|----------------|
| Amerigroup       | 1-800-600-4441 |
| UnitedHealthcare | 1-888-887-9003 |