

A PERFORMANCE REPORT CARD

for Consumers

2018



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LOOKING AT HEALTH PLAN PERFORMANCE

All health plans in HealthChoice received high satisfaction ratings from the majority of their members.

This Report Card shows how the health plans in HealthChoice compare to each other in key areas. You should use this Report Card along with other items in the enrollment packet to help you choose a health plan.

To choose a health plan, call 1-855-642-8572. If you are hearing impaired, you can call the TDD line 1-855-642-8573.

| Key | |
|-------|----------------------------|
| ★ ★ ★ | Above HealthChoice Average |
| ★ ★ | HealthChoice Average |
| ★ | Below HealthChoice Average |

| PERFORMANCE AREAS | | | | | | | |
|-------------------|--|-------------------|---|----------------------------|---|----------------------------|--|
| HEALTH PLANS |  MARYLAND Department of Health HealthChoice Maryland's Medicaid Managed Care Program | Access to Care | Doctor Communication and Service | Keeping Kids Healthy | Care for Kids with Chronic Illness | Taking Care of Women | Care for Adults with Chronic Illness |
| | AETNA BETTER HEALTH | N/A | N/A | N/A | N/A | N/A | N/A |
| | AMERIGROUP COMMUNITY CARE | ★ ★ | ★ ★ | ★ ★ ★ | ★ ★ | ★ ★ | ★ |
| | JAI MEDICAL SYSTEMS | ★ ★ ★ | ★ ★ ★ | ★ ★ ★ | ★ ★ ★ | ★ ★ | ★ ★ ★ |
| | KAISER PERMANENTE | ★ ★ | ★ ★ | ★ | ★ ★ | ★ ★ ★ | ★ ★ ★ |
| | MARYLAND PHYSICIANS CARE | ★ ★ | ★ ★ | ★ ★ | ★ ★ | ★ | ★ ★ |
| | MEDSTAR FAMILY CHOICE | ★ | ★ ★ | ★ ★ | ★ ★ ★ | ★ | ★ ★ |
| | PRIORITY PARTNERS | ★ ★ ★ | ★ ★ | ★ ★ | ★ ★ | ★ | ★ ★ |
| | UNITEDHEALTHCARE | ★ ★ | ★ ★ | ★ ★ | ★ ★ | ★ | ★ |
| | UNIVERSITY OF MARYLAND HEALTH PARTNERS | ★ | ★ ★ | ★ | ★ ★ | ★ | ★ |

This information was collected from health plans and their members and is the most current performance data available. The information was reviewed for accuracy by independent organizations. Health plan performance scores have not been adjusted for differences in service regions or member composition. NOTE: N/A means that the rating is not applicable and does not describe the performance or quality of care provided by the health plan. It should not affect your choice of health plan. *Aetna Better Health became a HealthChoice MCO in 2017, therefore ratings are not applicable.

Performance Area Descriptions

Access to Care

- Appointments are scheduled without a long wait
- The health plan has good customer service
- Everyone sees a doctor at least once a year
- The health plan answers member calls quickly

Doctor Communication and Service

- Doctors explain things clearly and answer questions
- The doctor's office staff is helpful
- Doctors provide good care

Keeping Kids Healthy

- Kids get shots to protect them from serious illness
- Kids see a doctor and dentist regularly
- Kids get tested for lead

Care for Kids with Chronic Illness

- Doctors give personal attention
- Kids get the medicine they need
- A doctor or nurse knows the child's needs
- Doctors involve parents in decision making

Taking Care of Women

- Women are tested for breast cancer and cervical cancer
- Moms are taken care of when they are pregnant and after they have their baby

Care for Adults with Chronic Illness

- Blood sugar levels are monitored and controlled
- Cholesterol levels are tested and controlled
- Eyes are examined for loss of vision
- Kidneys are healthy and working properly
- Appropriate use of antibiotics
- Appropriate treatment for lower back pain

If you are having trouble getting health care from your health plan or your doctor, try calling the health plan for customer service. Then, call the Enrollee Help Line if you still have a problem at 1-800-284-4510.

Services Covered by Each Health Plan

- Visits to the doctor, including regular check-ups
- Immunizations
- Care while pregnant
- Family planning and birth control
- Prescription drugs
- X-ray and lab services
- Hospital services
- Home health services
- Hospice services
- Emergency services
- OB/GYN care for women
- Eye exams for adults and children
- Eye glasses for children under 21
- Primary mental health services through your primary care doctor (other mental health and substance use services through the Specialty Mental Health System 1-800-888-1965)
- Transportation services (call your local Health Department)

Every HealthChoice health plan offers some additional services.

MDH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability in its health programs and activities.

Help is available in your language: 1-855-642-8572 (TTY: 1-855-642-8573). These services are available for free.

Hay ayuda disponible en su idioma: 1-855-642-8572 (TTY: 1-855-642-8573). Estos servicios están disponibles gratis.

您若需要免费中文帮助，请拨打这个电话号码：

1-855-642-8572 (TDD: 1-855-642-8573)

DO YOU WANT TO ASK THE HEALTH PLANS QUESTIONS?

| | |
|---|----------------|
| AETNA BETTER HEALTH | 1-866-827-2710 |
| AMERIGROUP COMMUNITY CARE | 1-800-600-4441 |
| JAI MEDICAL SYSTEMS | 1-888-524-1999 |
| KAISER PERMANENTE | 1-855-249-5019 |
| MARYLAND PHYSICIANS CARE | 1-800-953-8854 |
| MEDSTAR FAMILY CHOICE | 1-888-404-3549 |
| PRIORITY PARTNERS | 1-800-654-9728 |
| UNITEDHEALTHCARE | 1-800-318-8821 |
| UNIVERSITY OF MARYLAND HEALTH PARTNERS | 1-800-730-8530 |

For more information visit the HealthChoice website
www.health.maryland.gov