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

± Lowest Performance in STAR

| | Amerigroup | Molina Healthcare | Parkland Healthfirst |
|---|------------------------|----------------------------------|----------------------|
| Overall Health Plan Quality | *** | ** | *** |
| Experience of Care | ** | * | *** |
| People get the care they need without problems or long waits | *** | ★ No rating [†] ★ | *** *** *** |
| Doctors listen carefully, explain clearly and spend enough time with people | No rating ⁺ | | |
| People give high ratings to their personal doctor | *** | | |
| People give high ratings to the health plan | *** | * | *** |
| Staying healthy | *** | ** | ** |
| Women get checkups during pregnancy | ** | ** | *** |
| New mothers get checkups after giving birth | **** | ** | **** |
| People get regular yearly checkups | *** | * | ** |
| Women get regular screenings for cervical cancer | *** | ** | *** |
| Common Chronic Conditions | *** | *** | *** |
| People get care for depression and constant low mood | ** | *** | ** |
| 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.



DALLAS AREA

RELEASE DATE: MARCH 2020 DALLAS SERVICE AREA

Report card for STAR health plans for adults

How do the health plans measure up?



Health plans in your area

| Amerigroup | (800) 600-4441 | https://www.myamerigroup.com/TX |
|----------------------|----------------|--|
| Molina Healthcare | (866) 449-6849 | https://www.molinahealthcare.com/members/tx/en-US/ |
| Parkland Healthfirst | (888) 672-2277 | https://parklandhmo.com |

