

2020

# HealthChoice Performance Report Card for Consumers

Maryland's Medicaid Managed Care Program

KEY

- ★ ★ ★ Above HealthChoice Average
- ★ ★ HealthChoice Average
- ★ Below HealthChoice Average
- NA Not Applicable\*

This Report Card shows how the health plans in HealthChoice compare to each other. You may use this Report Card to help you choose a health plan. To choose a plan call 1-855-642-8572 (TDD: 1-855-642-8573) or visit [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov).

If you are having trouble getting health care from your health plan or your doctor, try calling the health plan for customer service. If you still need help, call the HealthChoice Help Line at 1-800-284-4510 (TDD: 800-977-7389). For more information, visit [www.marylandhealthconnection.gov/assets/MCO-Comparison-Chart.pdf](http://www.marylandhealthconnection.gov/assets/MCO-Comparison-Chart.pdf)



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

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)

**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**

- Doctors monitor blood sugar and cholesterol levels
- Doctors examine eyes for vision loss and check kidneys are healthy and working properly
- Adults get antibiotics and treatment for lower back pain when they need it

**\*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.**  
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.