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 1-800-977-7388. If you are hearing impaired, you can call the TDD line 1-800-977-7389.

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.

This information was collected from health plans and their members and is the most current performance data available. The information is reviewed annually by indepedent organizations. Each plan performance score is then adjusted for differences in service regions or member compositions.

NOTE: N/A means that ratings are 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.

*A Kaiser Permanente became a HealthChoice MCO in 2014, therefore ratings are not applicable.

Here is a list of performance areas and 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
- A doctor or nurse knows the child’s needs
- Doctors involve parents in decision making

### Care for Kids with Chronic Illness
- Doctor gives personal attention
- Kids get the medicine they need
- Diabetes or other chronic care needs are met

### Taking Care of Women
- Breast cancer and cervical cancer screening
- Women are tested for breast cancer and cervical cancer
- Pregnancy services
- Kidneys are healthy and working properly
- Women are referred to OB/GYN

### 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
- Blood pressure levels are monitored and controlled
- Kidneys are healthy and working properly

### Services Covered by Each Health Plan
- Visits to the doctor, including regular check-ups
- Immunizations (shots) for kids under 21
- 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
- Free exams for adults and children
- Primary medical health services through your primary care doctor (other health maintenance services through the Specialty Mental Health System 1-800-888-1965)
- Transportation services
- Vision care including exams and glasses each year for kids under 21

Every HealthChoice health plan offers some additional services.

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