

A PERFORMANCE REPORT CARD

for Consumers

2008



HealthChoice
MARYLAND'S MEDICAID HEALTH PLAN PROGRAM

Printed
1/2008


LOOKING AT HEALTH PLAN PERFORMANCE

All health plans in HealthChoice received high satisfaction ratings from 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.

Key	
☆☆☆	Above HealthChoice Average
☆☆	HealthChoice Average
☆	Below HealthChoice Average

PERFORMANCE AREAS							
HEALTH PLANS	 HealthChoice <small>MARYLAND'S MEDICAID HEALTH PLAN PROGRAM</small>	Access to Care	Doctor Communication and Service	Keeping Kids Healthy	Care for Kids with Chronic Illness	Taking Care of Women	Diabetes Care
	AMERIGROUP	☆☆	☆☆	☆☆☆	☆☆	☆☆☆	☆☆☆
	DIAMOND PLAN	☆	☆☆	☆	Not Rated By Researchers	☆	☆
	JAI MEDICAL SYSTEMS	☆☆☆	☆☆	☆☆☆	Not Rated By Researchers	☆☆☆	☆☆☆
	MARYLAND PHYSICIANS CARE	☆☆☆	☆☆	☆	☆☆☆	☆	☆
	MEDSTAR FAMILY CHOICE	☆☆☆	☆☆	☆☆	☆☆	☆☆	☆☆☆
	PRIORITY PARTNERS	☆☆☆	☆☆	☆☆	☆☆☆	☆	☆☆
	UNITED HEALTHCARE	☆	☆	☆☆	☆	☆	☆☆

This information was collected from health plans and their members and is the most current performance data available. The information reported was reviewed for accuracy by independent organizations. Health plan performance scores have not been adjusted for differences in service regions or member composition. "Not Rated by Researchers" does not describe the performance or quality of care provided by the health plan. It should not affect your choice of health plan.

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

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

Diabetes Care

- 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

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 HealthChoice Enrollee Action Line if you still have a problem 1-800-284-4510.

