A Performance Report Card

for Consumers

2015

HealthChoice
MARYLAND'S MEDICAID HEALTH PLAN PROGRAM

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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 1-800-977-7388. 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	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
AMERIGROUP COMMUNITY CARE	★	★	★★★	★★	★★	★
JAI MEDICAL SYSTEMS	★★	★★	★★★	★★	★★★	★★★
KAISER PERMANENTE	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
MARYLAND PHYSICIANS CARE	★★★	★★	★★	★★	★	★
MEDSTAR FAMILY CHOICE	★★	★★★	★★★	★★	★★	★★
PRIORITY PARTNERS	★★★	★★	★★	★★	★★★	★★
RIVERSIDE HEALTH OF MARYLAND	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
UNITEDHEALTHCARE	★★	★★★	★	★★	★	★

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.
** Riverside Health of Maryland, Inc. and Kaiser Permanente became HealthChoice MCOs in 2013 and 2014 respectively, 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 (shots) for kids under 21
- 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
- Primary mental health services through your primary care doctor (other mental health 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.

Do you want to ask the health plans questions?

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
RIVERSIDE HEALTH OF MARYLAND.	1-800-730-8530
UNITEDHEALTHCARE	1-800-318-8821

For more information visit the HealthChoice website *www.dhmh.maryland.gov*