



# 2024 HEALTH PLAN REPORT CARD

The ratings below compare the performance of Louisiana’s Medicaid health plans. This report card shows the results of care in the areas of Consumer Satisfaction, Prevention and Equity, and Treatment, and can aid you and your family when deciding on a health plan.

PERFORMANCE KEY	Lowest ★	Low ★★	Average ★★★	High ★★★★	Highest ★★★★★	Insufficient Data —
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	Aetna Better Health	AmeriHealth Caritas Louisiana	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
<b>Overall Rating*</b>	★★★★	★★★★	★★★★	**New	★★★★	★★★★
<b>CONSUMER SATISFACTION</b>						
<b>Overall Consumer Satisfaction</b>	★★★★	★★★★	★★★★	**New	★★★★	★★★★
<b>Getting care:</b> How easily and quickly did members get appointments, preventive care, tests, and treatments?	★★★★	★★★	★★★★	**New	★★★★	—
<b>Satisfaction with plan physicians:</b> How happy are members with their primary care doctors?	★★★★	★★★★	★★★★	**New	★★★★	★★★★
<b>Satisfaction with plan services:</b> How happy are members with their health plan and their overall care?	★★★	★★★★	★★★★	**New	★★★★	★★★★
<b>PREVENTION AND EQUITY</b>						
<b>Overall Prevention and Equity</b>	★★★	★★★★	★★★★	**New	★★★	★★★★
<b>Children/adolescent well-care:</b> Do children and adolescents receive vaccines and weight assessments?	★★	★★★	★★★	**New	★★	★★★
<b>Women’s reproductive health:</b> Do women receive care before and after their babies are born?	★★★	★★	★★★★	**New	★★★	★★★★

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	Aetna Better Health	AmeriHealth Caritas Louisiana	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
<b>Cancer screening:</b> Do female members receive cervical cancer screenings?	★★	★★★★	★★	**New	★★★★	★★★★
<b>Equity:</b> Do health plans collect race and ethnicity information from their members?	★★★★★★	★★★★★★	★★★★★★	**New	NC	★★★★★★
<b>Other preventive services:</b> Do members receive important preventive services?	★★★★↓	★★★★	★★★★	**New	★★★★↓	★★★★
<b>TREATMENT</b>						
<b>Overall Treatment</b>	★★★★	★★★★	★★★★	**New	★★★★	★★★★
<b>Respiratory:</b> Do people with respiratory issues get the services/treatments they need?	★★★★↓	★★★★	★★★★↓	**New	★★★★	★★↓
<b>Diabetes:</b> Do people with diabetes get the services/treatments they need?	★★★★↓	★★★★↓	★★★★	**New	★★★★	★★★★★★↓
<b>Heart disease:</b> Do people with heart disease get the services/treatments they need?	★★★★↓	★★★★	★★★↓	**New	★★★★↓	★★★★
<b>Behavioral health—care coordination:</b> Do people with behavioral health issues get the follow-up care they need?	★★↓	★	★★↓	**New	★	★★↓
<b>Behavioral health—medication adherence:</b> Do people with behavioral health issues stay on prescribed medications?	★★★★↓	★★★↓	★★★↓	**New	★★★★↓	★★★
<b>Behavioral health—access, monitoring, and safety:</b> Do people on behavioral health medications receive the services/monitoring they need?	★★★★	★★★★↓	★★★★	**New	★★★★	★★★★

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	Aetna Better Health	AmeriHealth Caritas Louisiana	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
<b>Risk-adjusted utilization:</b> Do members who are discharged from the hospital have unplanned readmissions within 30 days?	★★★★	★★★★	★★★★	**New	★★★★	★★★★
<b>Reduce low value care:</b> Do members with low back pain receive unnecessary imaging tests?	★★	★★	★★	**New	★★	★★

*\*This rating includes all measures in the report card as well as an Accreditation bonus for those MCOs that are NCQA Accredited.*

*\*\*Due to Humana Healthy Horizons being a new plan in 2023, data are not available yet. Humana Healthy Horizons will be included in future health plan report cards.*

*Insufficient Data indicates that the plan was missing the majority of data for the composite.*

*NC indicates that the plan received a rating of 0 for the measure in this composite.*

*This report card is reflective of data collected between January 2023 and December 2023.*

*The categories and measures included in this report card are based on the 2024 National Committee for Quality Assurance (NCQA) Health Plan Ratings and LDH required measures lists. When feasible, categories and measures were kept consistent with the prior year's health plan report card, but some measures and categories were removed due to data availability. Any analysis, interpretation, and conclusions based on the data is solely that of the author. Anyone desiring to use or reproduce the materials must obtain approval from LDH.*

If you want to know more about a specific health plan, visit their web sites or give them a call:

Health Plan	Contact Information	
<b>Aetna Better Health</b>	1-855-242-0802	<a href="http://www.aetnabetterhealth.com/Louisiana">www.aetnabetterhealth.com/Louisiana</a>
<b>AmeriHealth Caritas Louisiana</b>	1-888-756-0004	<a href="http://www.amerihealthcaritasla.com">www.amerihealthcaritasla.com</a>
<b>Healthy Blue</b>	1-844-521-6941	<a href="http://www.myhealthybluela.com/la/louisiana-home.html">www.myhealthybluela.com/la/louisiana-home.html</a>
<b>Humana Healthy Horizons</b>	1-800-448-3810	<a href="http://www.humana.com/medicaid/louisiana">www.humana.com/medicaid/louisiana</a>
<b>Louisiana Healthcare Connections</b>	1-866-595-8133	<a href="http://www.louisianahealthconnect.com/members/medicaid.html">www.louisianahealthconnect.com/members/medicaid.html</a>
<b>UnitedHealthcare Community Plan</b>	1-866-675-1607	<a href="http://www.uhc.com/communityplan/louisiana">www.uhc.com/communityplan/louisiana</a>

Information as of August 2024



To learn more about Healthy Louisiana, visit [www.myplan.healthy.la.gov](http://www.myplan.healthy.la.gov) or call 1-855-229-6848.