

# 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 Treatment, and can aid you and your family when deciding on a health plan.

Performance Key	Lowest ★	Low ★★	Average ★★★	High ★★★★	Highest ★★★★★
	Aetna Better Health	AmeriHealth Caritas Louisiana	Healthy Blue	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
<b>Overall Rating</b>	★★★★	★★★★↓	★★★★↓	★★★★	★★★★↓
<b>CONSUMER SATISFACTION</b>					
<b>Overall Consumer Satisfaction</b>	★★★★↓	★★★★★	★★★★↓	★★★★↓	★★★★★↓
<b>Getting Care:</b> How easily and quickly did members get appointments, preventive care, tests, and treatments?	★★★★	★★★★↓	★★★★	★★★↓	N/A
<b>Satisfaction with plan physicians:</b> How happy are members with their doctors and other healthcare providers?	★★★★★	★★★★★	★★★★★↓	★★★★★↓	★★★★★↓
<b>Satisfaction with plan services:</b> How happy are members with their plan’s customer service and how benefits are handled?	★★★↓	★★★★★	★★★★↓	★★★★★	★★★★★↓
<b>PREVENTION</b>					
<b>Overall Prevention</b>	★★	★★↓	★★↓	★★↓	★★↓
<b>Children/adolescent well-care:</b> Do children and adolescents receive the care they need to stay healthy, such as vaccines, well-child visits, and dental visits?	★★	★★★★	★★★★	★★★↓	★★★↓
<b>Women’s health:</b> Do women receive important screenings for health problems? Do women receive care before and after their babies are born?	★★★↓	★★★↓	★★★↓	★★	★★★★

continued on next page...

<b>Cancer screening:</b> Do members receive important cancer screenings?	★★	★★★	★★	★★★★	★★
<b>TREATMENT</b>					
<b>Overall Treatment</b>	★★	★★	★★★	★★	★★★
<b>Asthma:</b> Do people with asthma get the services and treatments they need?	★★	★★	★★★★	★★★★	★★★★
<b>Diabetes:</b> Do people with diabetes get the services/treatments they need?	★★	★★	★★	★★	★★★
<b>Heart disease:</b> Do people with heart disease get the services/treatments they need?	★★	★★★	★★	★★	★★★
<b>Mental and behavioral health:</b> Do people with mental health issues get the services/treatments they need?	★★	★★	★★	★★	★★

*The source of data contained herein is based on the categories and measures identified by National Committee for Quality Assurance (NCQA) and LDH as those included in both the prior year 2020 Louisiana Quality Rating System (QRS) Scorecard and the NCQA 2021 Measures List. NCQA reviewed and provided feedback to IPRO on the methodology used. Any analysis, interpretation or conclusion based on the data is solely that of IPRO and NCQA. These materials may not be modified by anyone other than IPRO and NCQA. Anyone desiring to use or reproduce the materials must obtain approval from LDH.*

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

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

**AETNA BETTER HEALTH OF LOUISIANA**

**1-855-242-0802**

[www.aetnabetterhealth.com/Louisiana](http://www.aetnabetterhealth.com/Louisiana)

**HEALTHY BLUE**

**1-844-521-6941**

[www.myhealthybluela.com/la](http://www.myhealthybluela.com/la)

**AMERIHEALTH CARITAS LOUISIANA**

**1-888-756-0004**

[www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com)

**LOUISIANA HEALTHCARE CONNECTIONS**

**1-866-595-8133**

[louisianahealthconnect.com](http://louisianahealthconnect.com)

**UNITEDHEALTHCARE COMMUNITY PLAN LOUISIANA**

**1-844-812-5971**

[www.uhccommunityplan.com](http://www.uhccommunityplan.com)