

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
Overall Rating	★★★★	★★★★	★★★★	★★★★	★★★★
CONSUMER SATISFACTION					
Overall Consumer Satisfaction	★★★★★	★★★★★	★★★★	★★★★★	★★★★★
Getting care: How easily and quickly did members get appointments, preventive care, tests, and treatments?	I	★★★	★★★★★	I	I
Satisfaction with plan physicians: How happy are members with their doctors and other healthcare providers?	★★★★★	★★★★★	★★★	★★★★	★★★★★
Satisfaction with plan services: How happy are members with their plan’s customer service and how benefits are handled?	★★★★	★★★★	★★★	★★★★	★★★★
PREVENTION					
Overall Prevention	★★★	★★★	★★★	★★★	★★★
Children/adolescent well-care: Do children and adolescents receive the care they need to stay healthy, such as vaccines, well-child visits, and dental visits?	★★	★★	★★	★★	★★
Women’s health: Do women receive important screenings for health problems? Do women receive care before and after their babies are born?	★★	★★	★★	★★	★★

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Cancer screening: Do members receive important cancer screenings?	★★★★	★★★★	★★★★	★★★★	★★★★
Other preventative services: Do members receive important preventative services?	★★★★	★★★★	★★★★	★★★★	★★★★
TREATMENT					
Overall Treatment	★★★★	★★★★	★★★★	★★★★	★★★★
Respiratory: Do people with respiratory issues get the services and treatments they need?	★★★★	★★★★	★★★★	★★★	★★★
Diabetes: Do people with diabetes get the services/ treatments they need?	★★★★	★★★★	★★★★	★★★	★★★★
Heart disease: Do people with heart disease get the services/ treatments they need?	★★★★	★★★★	★★★★	★★★★	★★★★
Behavioral health – care coordination: Do people with behavioral health issues get the care coordination they need?	★★★★	★★★★	★★★★	★★★★	★★★★
Behavioral health – medication adherence: Do people with behavioral health issues stay on prescribed or recommended medications?	★★★★	★★★★	★★★★	★★★★	★★★★
Behavioral health – access, monitoring and safety: Do people with behavioral health issues get the services/ treatment/monitoring they need?	★★★★	★★★★	★★★★	★★★★	★★★★
Risk-adjusted utilization: Do members who have an unplanned acute readmission receive follow-up visits?	★★★★	★★★★	★★★★	★★★★	★
Overuse of opioids: How well people with prescribed opioids are monitored?	★★★★	★★★★	★★★★	★★★★	★★★★

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Other treatment measures: Do members receive the appropriate treatment?	★★	★★★★	★★	★★★★	★★★★
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I = Insufficient data

This report card is reflective of data collected between January 2022 and December 2022. During this evaluation period, Humana Healthy Horizons was not yet a participating health plan, and so has not been included in this report.

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 2021 Louisiana Quality Rating System (QRS) Scorecard and the NCQA 2022 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 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	HEALTHY BLUE 1-844-521-6941 www.myhealthybluela.com/la
AMERIHEALTH CARITAS LOUISIANA 1-888-756-0004 www.amerihealthcaritasla.com	LOUISIANA HEALTHCARE CONNECTIONS 1-866-595-8133 louisianahealthconnect.com
UNITEDHEALTHCARE COMMUNITY PLAN LOUISIANA 1-844-812-5971 www.uhcommunityplan.com	

