

# HealthChoice Illinois: 2023 HealthChoice Illinois Plan Report Card

## Comparing HealthChoice Illinois Plans

This report card is for individuals in the HealthChoice Illinois Managed Care Program. The report shows how the **Statewide** managed care plans compare to one another in key performance areas. The ratings for each plan are to help pick a plan that is best for you. The change for each performance area shows if the plan's rating got better, worse, or stayed the same from last year's report card.

### Performance Rating

### Performance Change\*

Highest Performance ★★★★★	Average Performance ★★★	Rating Got Better ↑
High Performance ★★★★	Low Performance ★★	Rating Stayed the Same —
	Lowest Performance ★	Rating Got Worse ↓

Plan	Doctors' Communication	Change*	Access to Care	Change*	Living With Illness	Change*	Behavioral Health	Change*	Women's and Children's Health	Change*
Aetna Better Health	★	—	★★	—	★★★	—	★★	—	★	—
Blue Cross Community Health Plans	★★★	—	★	—	★★★★★	—	★★★★★	—	★★★★★	—
MeridianHealth	★★★★	↑	★★★★★	—	★★★	—	★★	—	★★★★	—
Molina Healthcare	★★★★	—	★★★	—	★	—	★★★	—	★★	—

\*Change symbols are shaded based on how managed care plans compare to national Medicaid ratings in the current year:

**Green** = high performance; **Blue** = average performance; **Red** = low performance

## What is Rated in Each Performance Area?

### Doctors' Communication

- Doctors explain things well to members
- How happy members are with their doctor

### Access to Care

- Members get the care they need when they need it

### Living With Illness

- Members living with conditions, like diabetes and high blood pressure, get the care they need by getting tests, checkups, and the right medicines

### Behavioral Health

- Members with behavioral health conditions get the follow-up care they need
- Members who use drugs and alcohol get the help they need

### Women's and Children's Health

- Children get regular checkups and important shots that help them stay healthy
- Women get screenings and tests for female cancers and diseases
- Women receive care before and after their babies are born

## Choosing a HealthChoice Illinois Plan

Choosing the plan that best meets your health care needs is important. Here are some questions to ask before you pick a plan:

- **Have you read all of the materials that were included in this enrollment packet?**
- **Which plans have the extra services you want? (See Your Health Plan Choices that came with this packet.)**
- **How did the plans rate in each area on the front of this report card? Do the doctors in the plan I like communicate with their members?**
  - **Do the members in the plan I like get care when they need it?**
  - **Do women get the care they need?**
  - **Do members with behavioral health conditions get the care they need?**
  - **Do kids get the care they need to stay healthy?**
- **Which plans have the doctors, clinics, hospitals, specialists, long term care waiver service providers, and other providers you use? Call your providers to find out which HealthChoice Illinois plans they accept.**
- **Do you need providers that speak a certain language?**
- **How far do you want to travel to see your providers?**
- **Which plans have co-pays?**
- **Did the plan receive any sanctions from the state?**
  - **For more information, visit the website [here](#).**



## HealthChoice Illinois

Illinois Department of  
Healthcare and Family Services

### Need More Information on Your HealthChoice Illinois Plan Options?

Visit the Illinois Department of Healthcare and Family Services online at:

[hfs.illinois.gov](https://hfs.illinois.gov). You can contact Illinois Client Enrollment Services by phone at 1-877-912-8880 (TTY 1-866-565-8576) or visit the website at: [enrollhfs.illinois.gov](https://enrollhfs.illinois.gov).

You can also contact the plans directly. All plan contact information is found on the Your Health Plan Choices that came with this Report Card.

### About This Report Card

**The information in this report card included measures collected for calendar year 2023 as required by the health plan contract.** The information was reviewed for accuracy by independent organizations. The 2024 (calendar year 2023 results) National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®) data were used in this report card to rate the plans. HEDIS® is a registered trademark of NCQA and CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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**You can get this information in other languages or formats, such as large print or audio.**

## HealthChoice Illinois Plans' National Ratings

The star ratings below show how the **Statewide** managed care plans compare to national Medicaid ratings for each measure within key performance areas.

### Key

Highest Performance ★★★★★	High Performance ★★★★	
Average Performance ★★★	Low Performance ★★	Lowest Performance ★

Plan	Aetna Better Health	Blue Cross Community Health Plans	MeridianHealth	Molina Healthcare
<b>Doctors' Communication</b>				
Adult—How Well Doctors Communicate	★★	★★★	★★★★★	★★★★★
Child—How Well Doctors Communicate	★★	★★	★★★	★★★
Adult—Rating of Personal Doctor	★★	★★★	★★★	★★★★★
Child—Rating of Personal Doctor	★	★★	★★	★★
Talking to Tobacco Users About How to Quit	★★	★★★	★★	★★
Talking About Medicines to Stop Tobacco Use	★	★★	★★★	★
Talking About Plans to Stop Tobacco Use	★★	★★★	★★	★
<b>Access to Care</b>				
Adult—Getting Needed Care	★	★	★★★	★★★★
Child—Getting Needed Care	★★	★	★★	★★
Adult—Getting Care Quickly	★★	★★	★★★	★★
Child—Getting Care Quickly	★★	★	★★	★
Outpatient or Preventive Care Visits	★★	★★★	★★★	★★
Members Younger Than 21 Received a Dental Exam	This measure is new and national data are not available.			
<b>Living With Illness</b>				
Diabetics Have Controlled High Blood Pressure	★★	★★★	★★	★★★
Diabetics Have Controlled HbA1c	★★★★	★★★★★	★★★	★★★
Diabetics With Poorly Controlled HbA1c	★★★	★★★★	★★	★★★
Diabetics Had an Eye Exam	★★★	★★★	★★★	★
Adults Have Controlled High Blood Pressure	★★	★★★	★★★	★★

Plan	Aetna Better Health	Blue Cross Community Health Plans	MeridianHealth	Molina Healthcare
<b>Living With Illness (Continued)</b>				
Diabetics Received Statin Drugs	★★★	★★★★★	★★★★	★★★★
Diabetics Received Statin Drugs and Stayed on Them	★★★★	★★★★	★★★★	★★
<b>Behavioral Health</b>				
<b>Adult Behavioral Health</b>				
Follow-Up Care Within 7 Days After an Emergency Room Visit Due to Mental Illness for Adults Ages 18 to 64 Years	★★★★★	★★★★	★★★★★	★★★★★
Follow-Up Care Within 30 Days After an Emergency Room Visit Due to Mental Illness for Adults Ages 18 to 64 Years	★★★★	★★★★	★★★★★	★★★★★
Follow-Up Care Within 7 Days After a Hospital Visit Due to Mental Illness for Adults Ages 18 to 64 Years	★★★★	★★	★★	★★
Follow-Up Care Within 30 Days After a Hospital Visit Due to Mental Illness for Adults Ages 18 to 64 Years	★★★★	★★	★★	★★★★
Follow-Up Care Within 7 Days After Care for Addiction Treatment for Adults Ages 18 to 64 Years	★★★★	★★★★	★★★★	★★★★
Follow-Up Care Within 30 Days After Care for Addiction Treatment for Adults Ages 18 to 64 Years	★★★★	★★★★	★★★★	★★★★
Follow-Up Care Within 7 Days After an Emergency Room Visit for Addiction for Adults Ages 18 and Older	★★★★	★★★★	★★	★★★★
Follow-Up Care Within 30 Days After an Emergency Room Visit for Addiction for Adults Ages 18 and Older	★★	★★★★	★★	★★★★
Received Medications to Help With Opioid Use	★★	★★	★★	★
Start of Addiction Treatment for Adults Ages 18 to 64 Years	★	★★★★	★★	★★★★
Start and Continue Addiction Treatment for Adults Ages 18 to 64 Years	★★	★★★★	★★	★★

Plan	Aetna Better Health	Blue Cross Community Health Plans	MeridianHealth	Molina Healthcare
<b>Child Behavioral Health</b>				
Follow-Up Care Within 7 Days After an Emergency Room Visit Due to Mental Illness for Kids/Teenagers Ages 6 to 17 Years	★★★★★	★★★★★	★★★★★	★★★★★
Follow-Up Care Within 30 Days After an Emergency Room Visit Due to Mental Illness for Kids/Teenagers Ages 6 to 17 Years	★★★★★	★★★★★	★★★★★	★★★★★
Follow-Up Care Within 7 Days After a Hospital Visit Due to Mental Illness for Kids/Teenagers Ages 6 to 17 Years	★★★	★★★	★★	★★
Follow-Up Care Within 30 Days After a Hospital Visit Due to Mental Illness for Kids/Teenagers Ages 6 to 17 Years	★★★★★	★★★	★★	★★★
Follow-Up Care Within 7 Days After Care for Addiction Treatment for Teenagers Ages 13 to 17 Years	NA	NA	NA	NA
Follow-Up Care Within 30 Days After Care for Addiction Treatment for Teenagers Ages 13 to 17 Years	NA	NA	NA	NA
Follow-Up Care Within 7 Days After an Emergency Room Visit for Addiction for Teenagers Ages 13 to 17 Years	★★★	★★★	★★★	★★
Follow-Up Care Within 30 Days After an Emergency Room Visit for Addiction for Teenagers Ages 13 to 17 Years	★★	★★★	★★★	★★★
Start of Addiction Treatment for Teenagers Ages 13 to 17 Years	★★	★★★★★	★★★	★★★
Start and Continue Addiction Treatment for Teenagers Ages 13 to 17 Years	★	★★★	★	★
Checkups for Kids/Teenagers on Mental Health Medications—Antipsychotics (Blood Sugar Testing)	★★★★★	★★★★★	★★★	★★★
Checkups for Kids/Teenagers on Mental Health Medications—Antipsychotics (Cholesterol Testing)	★	★★★	★★	★★
Checkups for Kids/Teenagers on Mental Health Medications—Antipsychotics (Blood Sugar and Cholesterol Testing)	★★	★★★	★★	★★

NA = not enough data.

Plan	Aetna Better Health	Blue Cross Community Health Plans	MeridianHealth	Molina Healthcare
<b>Women's and Children's Health</b>				
<b>Children's Health</b>				
Doctor Visits for Kids Younger Than 15 Months	★★★★	★★★★★	★★★★★	★★★★★
Doctor Visits for Kids 15 to 30 Months	★★	★★★★	★★★★	★★
Doctor Visits for Kids Ages 3 to 11 Years	★★	★★★★	★★★★	★★
Doctor Visits for Kids/Teenagers Ages 12 to 17 Years	★★★★	★★★★★	★★★★★	★★★★
Doctor Visits for Teenagers/Adults Ages 18 to 21 Years	★★	★★★★★	★★★★★	★★★★
Kids Received Immunizations, Combo 3	★★	★★	★★	★★
Kids Received Immunizations, Combo 10	★	★★	★	★
Human Papillomavirus (HPV) Immunization for Teenagers	★	★★★★	★★	★★
Meningitis Immunization for Teenagers	★★★★★	★★★★★	★★★★★★	★★★★★
Tdap Immunization for Teenagers	★★★★	★★★★★	★★★★★	★★★★
BMI Percentile for Kids/Teenagers	★★	★★	★★	★★★★
Counseling for Nutrition for Kids/Teenagers	★★	★★	★★	★★
Counseling for Physical Activity for Kids/Teenagers	★★	★★	★★	★★
<b>Women's Health</b>				
Breast Cancer Screening	★	★★★★	★★	★★
Cervical Cancer Screening	★	★★★★	★★	★★
Chlamydia Screening in Women	★★	★★★★	★	★★★★
<b>Maternal Health</b>				
Moms Got Care Before Babies Were Born	★★★★	★★★★★	★★	★★★★★
Moms Got Care After Babies Were Born	★★★★	★★★★★★	★★★★★★	★★★★★