










































HealthChoice Illinois

2016 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 managed care plans compare to one another in key performance areas. The ratings for each plan are to help an individual pick a plan that is best for them.

Key	
Highest Performance	 Low Performance 
High Performance	 Lowest Performance 
Average Performance	

Plan	Doctors' Communication and Patient Engagement	Access to Care	Women's Health	Living With Illness	Behavioral Health	Keeping Kids Healthy
Blue Cross Community Health Plans						
CountyCare Health Plan						
Harmony Health Plan						
IlliniCare Health						
Meridian Health Plan						
Molina Healthcare						
NextLevel Health Partners	*New	*New	*New	*New	*New	*New

*Due to NextLevel being a new plan in 2016, data do not allow for comparisons to other plans. NextLevel will be included in future report cards.

What is Rated in Each Performance Area?

Doctors' Communication and Patient Engagement

- Doctors explain things well to members
- Doctors involve members in decisions about their care

Access to Care

- Members get the care they need, when they need it

Women's Health

- Women get screenings and tests for female cancers and diseases
- Women receive care before and after their babies are born

Living With Illness

- Members living with conditions, like diabetes and asthma, 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

Keeping Kids Healthy

- Children get regular checkups and important shots that help them stay healthy

Choosing a HealthChoice Illinois Plan

Choosing the plan that best meets your health care needs is important. Here are some questions to answer 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?**

Have more questions about picking a HealthChoice Illinois plan?

Visit the Illinois Department of Healthcare and Family Services website at www.illinois.gov/hfs/. 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. You can also contact the health plans directly. All health 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 was collected from the plans and their members. The information was reviewed for accuracy by independent organizations. The 2017 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).



Published 11/2017

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