

HealthChoice Illinois: 2019 HealthChoice Illinois Plan Report Card

Comparing HealthChoice Illinois Plans

This report card is for individuals in the HealthChoice Illinois Managed Care Program in **Cook County**. The report shows how the 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	Women's Health	Change	Living With Illness	Change	Behavioral Health	Change	Keeping Kids Healthy	Change
Aetna Better Health*	★★★	—	★★★★	—	★	—	★★★★	—	★★★★★★	—	★	—
Blue Cross Community Health Plans	★★★★★	—	★★★★	—	★★	—	★★★★	—	★★★★★	—	★	—
CountyCare Health Plan	★★★	—	★★★★	—	★★★★★★	—	★★	—	★★★★	—	★★★★★★	—
MeridianHealth	★★★	—	★★★★	—	★★★★★	—	★★★★	—	★★★★	—	★★★★	—
Molina Healthcare	★★★	—	★★★★	—	★★	—	★★★★	—	★	—	★★★★★	—

*Formerly known as IlliniCare

What is Rated in Each Performance Area?

Doctors' Communication

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

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

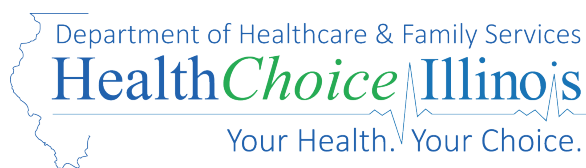
Keeping Kids Healthy

- 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 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 <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/Sanctions.aspx>**



Need More Information on Your HealthChoice Illinois Plan Options?

Visit the Illinois Department of Healthcare and Family Services online 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 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 2019 as required by the health plan contract. The information was reviewed for accuracy by independent organizations. The 2020 (calendar year 2019 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).

Published 9/2020

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