

# OHIO MEDICAID

## 2020 MANAGED CARE PLANS REPORT CARD

### Comparing Ohio Medicaid Managed Care Plans

Your health care is important. Choosing the managed care plan that works best for you and your family is also important. One thing to think about before you decide is how well the different plans provide care and services. This report card shows how Ohio Medicaid's managed care plans compare to one another in key performance areas. The ratings for each area summarize plan performance on a number of related standards.

#### Key

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

Performance Areas	Buckeye Health Plan	CareSource	Molina Healthcare	Paramount Advantage	UnitedHealthcare Community Plan
Getting Care	★★★★☆	★★★★☆	★★★★☆	★★★★★	★★★☆☆
Doctors' Communication and Service	★★★★☆	★★★★★	★★★★☆	★★★☆☆	★★★★☆
Keeping Kids Healthy	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Living with Illness	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Women's Health	★★★★☆	★★★★☆	★★★★☆	★★★★★	★★★★☆

The information used for this report was collected from the managed care plans and their members and was reviewed for accuracy by independent organizations. The data sources for this report were the 2019 Consumer Assessment of Healthcare Providers and Systems [CAHPS®] and the 2020 Healthcare Effectiveness Data and Information Set [HEDIS®]. CAHPS® results were used in the Getting Care and Doctors' Communication and Service performance areas. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). HEDIS® is a registered trademark of NCQA.

### What is Measured in Each Performance Area?

Ohio Medicaid evaluates each plan on the following:

#### Getting Care

- How well the plan provides members with access to care
- If members report they can get the care they need, when they need it

#### Doctors' Communication and Service

- How happy members are with their doctors
- If members feel their doctors communicate well
- If members report their doctors involve them in decisions about their care

#### Keeping Kids Healthy

- If children receive care needed to stay healthy, such as immunizations, well-child visits, and dental visits
- If children with behavioral health conditions get the care they need

#### Living with Illness

- How well the plan provides care and services to help people manage illnesses, such as diabetes, high blood pressure, asthma, depression, and addiction

#### Women's Health

- If women receive tests that screen for female cancers and infections
- If women receive care before and after their babies are born

## Choosing a Medicaid Managed Care Plan

There are many things to think about when choosing a plan for you and your family. Here are some questions to ask yourself before you pick a plan:

- » Which plans have all or most of the doctors and hospitals my family and I visit?
- » Which plans have doctors with office hours and locations that are convenient for my family and me?
- » Which plans offer extra services that I need or want (like health and wellness programs, extra help for pregnant women, and more transportation choices)?
- » How do the plans cover my medications?
- » How well did the plans perform in each section of this report card?

You may have other questions or concerns that are important to you. You can contact the plans using the information below. They can tell you which providers and extra services they offer. You can also use the Find a Provider tool at [www.ohiomh.com](http://www.ohiomh.com) to find out which providers each plan offers.

<b>Buckeye Health Plan</b>	1-866-246-4358	<a href="http://www.buckeyehealthplan.com">www.buckeyehealthplan.com</a>
<b>CareSource</b>	1-800-488-0134	<a href="http://www.caresource.com">www.caresource.com</a>
<b>Molina Healthcare</b>	1-800-642-4168	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>
<b>Paramount Advantage</b>	1-800-462-3589	<a href="http://www.paramounthealthcare.com">www.paramounthealthcare.com</a>
<b>UnitedHealthcare Community Plan</b>	1-800-895-2017	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>

Information as of September 2020



Learn More:

Visit the Ohio Department of Medicaid online: [www.medicaid.ohio.gov](http://www.medicaid.ohio.gov)

Call the Ohio Medicaid Consumer Hotline toll-free: 1-800-324-8680 or go online: [www.ohiomh.com](http://www.ohiomh.com)

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