Comparing Ohio Medicaid Managed Care Plans

Your health care is important. Choosing the managed care plan that works best for you and your family also is 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.

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

**Living with Illness**
- 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

**Keeping Kids Healthy**
- 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

### Key

- **Highest Performance**
- **High Performance**
- **Average Performance**
- **Low Performance**
- **Lowest Performance**

<table>
<thead>
<tr>
<th>Performance Areas</th>
<th>Buckeye Health Plan</th>
<th>CareSource</th>
<th>Molina Healthcare</th>
<th>Paramount Advantage</th>
<th>UnitedHealthcare Community Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting Care</td>
<td>★★★★☆</td>
<td>★★★★☆</td>
<td>★★★★★☆</td>
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<td>Doctors’ Communication and Service</td>
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<td>Keeping Kids Healthy</td>
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<td>Living with Illness</td>
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The information used for this report was collected from the managed care plans and their members and was reviewed for accuracy by independent organizations. 2019 HEDIS® (Healthcare Effectiveness Data and Information Set) and 2019 CAHPS® (Consumer Assessment of Healthcare Providers and Systems) data was used for this report. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). HEDIS® is a registered trademark of NCQA.
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 are offered. You can also use the Find a Provider tool at www.ohiomh.com to find out which providers each plan offers.

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

Information as of December 2019

Learn More:
Visit the Ohio Department of Medicaid online: www.medicaid.ohio.gov
Call the Ohio Medicaid Consumer Hotline toll-free: 1-800-324-8680 or go online: www.ohiomh.com

The Ohio Department of Medicaid is an equal opportunity employer and service provider.