

A Consumer's Guide to Medicaid and Child Health Plus Managed Care Plans in Western New York

More stars mean better health plan performance with 5 stars being the best.

Health Plan	Preventive and Well-Care for Adults and Children				Quality of Care Provided to Members with Illnesses				Patient Experience with Access and Service		Overall Rating
	Child and Adolescent Care	Women's Preventive Care	Maternal Care	Adult Care	Care for Respiratory Conditions	Diabetes Care	Cardio-vascular Care	Behavioral Health	Experience with Adult Care	Experience with Children's Care	
Excelsus BlueCross BlueShield	★★★	★★★	★★★	★★★	★★	★★	★★★★★	★★	★★★★	★★★★	★★★★
Fidelis Care New York, Inc.	★★	★★	★★★	★★★	★★	★★★★	★★★★	★★★★★	★★★★★	★★★★	★★★★
Highmark Western and Northeastern New York, Inc.	★★★★★	★★	★★★	★★★	★★★★	★★	★★	★★★★	★★★★	★★★★	★★★★
Independent Health	★★★★★	★★★	★★★★★	★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★
Molina Healthcare	★★★	★★	★	★★	★★	★★	★★	★★	★★★★	★	★
MVP Health Care	★★★★★	★★	★★★	★★★	★★★★★	★	★	★★	★★★★	★★★★★	★★
United Healthcare Community Plan	★	★★	★★	★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★	★★

NOTE: Plans that did not have data available are not included in star ratings. They are listed as an option in the availability section.

Ratings are based on a comparison of plan rates to statewide averages. **Quality** ratings are from information submitted by the health plans. **Patient Experience** ratings are from a member survey conducted for the Department of Health. Results for measures that involve children and adolescents are based on both Medicaid and Child Health Plus members.

The quality of care measures used in this guide represent some, but not all of the measures from health plans. For additional information about the individual measures used in each category, as well as other quality of care measures available, please see the New York State Department of Health website: https://www.health.ny.gov/health_care/managed_care/consumer_guides/