

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

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

Health Plan

| 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 | |
| Affinity Health Plan | ★★★★ | ★★★★★ | ★★★ | ★★★ | ★★★★ | ★★★★★ | ★★★ | ★★ | ★★★ | ★★★ | ★★★★ |
| Empire BlueCross BlueShield HealthPlus | ★★★ | ★★★★ | ★★★ | ★★ | ★★★★★ | ★★★ | ★★ | ★★★ | ★★★ | ★★★ | ★★★ |
| Fidelis Care New York, Inc. | ★★ | ★★ | ★★★ | ★★★ | ★★★ | ★★★ | ★★★ | ★★★★★ | ★★★ | ★★★ | ★★★ |
| Healthfirst PHSP, Inc. | ★★★ | ★★★★ | ★★★ | ★★★★★ | ★★ | ★★★ | ★ | ★★★★ | ★★★ | ★★★ | ★★★★★ |
| HIP (EmblemHealth) | ★ | ★★★★ | ★ | ★★★★ | ★★★★ | ★★ | ★★★ | ★★★★ | ★★ | ★ | ★★★ |
| MetroPlus Health Plan | ★★★ | ★★★★ | ★★★★★ | ★★★★ | ★ | ★★★★ | ★★★★ | ★★★★ | ★ | ★★ | ★★★★★ |
| UnitedHealthcare 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 collected 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/