2019 Washington Apple Health Plan Report Card

This report card shows how Washington Apple Health plans compare to each other in key performance areas. You can use this report card to help guide your selection of a plan that works best for you.

<table>
<thead>
<tr>
<th>Performance areas</th>
<th>Amerigroup Washington</th>
<th>Coordinated Care of Washington</th>
<th>Community Health Plan of Washington</th>
<th>Molina Healthcare of Washington</th>
<th>United Healthcare Community Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting care</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
</tr>
<tr>
<td>Keeping kids healthy</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
</tr>
<tr>
<td>Keeping women and mothers healthy</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
</tr>
<tr>
<td>Preventing and managing illness</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
</tr>
<tr>
<td>Ensuring appropriate care</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
</tr>
<tr>
<td>Satisfaction of care provided to children</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
</tr>
<tr>
<td>Satisfaction with plan for children</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
<td>★★★★ ★★★★ ★★★★</td>
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<td>★★★★ ★★★★ ★★★★</td>
</tr>
</tbody>
</table>

Performance area definitions

**Getting care**
- Members have access to a doctor
- Members report they get the care they need, when they need it

**Keeping kids healthy**
- Children in the plan get regular checkups
- Children get important immunizations
- Children get the appropriate level of care when they are sick

**Keeping women and mothers healthy**
- Women get important health screenings
- New and expecting mothers get the care they need

**Preventing and managing illness**
- The plan helps its members keep long-lasting illness under control, such as asthma, high blood pressure or diabetes
- The plan helps prevent illnesses with screenings and appropriate care

**Ensuring appropriate care**
- Members receive the most appropriate care and treatment for their condition

**Satisfaction with care provided to children**
- Members report high ratings for doctors, specialists and overall health care

**Satisfaction with plan for children**
- Members report high ratings for the plan’s customer service and the plan overall

KEY: Performance compared to all Apple Health plans
- Above average ★★★★
- Average ★★★
- Below average ★★☆