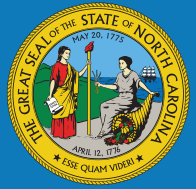





# NC Medicaid Standard Plan Performance Comparison Tool 2025



## How To Use This Tool

It is important to choose a health plan that works for you. Use this tool to learn how well each plan performed during 2023 and 2024 in five areas: getting care, care experience, experience with providers, reproductive and sexual health, and children's health.









































- Read across a line to compare plan ratings in a service area
- Read down a column to view a plan's ratings in all areas

-  A Full Star\* means the health plan performed better than the average of all the Standard Plans
-  A Half-Filled Star\* means the health plan performed within the average of all the Standard Plans
-  An Empty Star\* means the health plan performed worse than the average of all the Standard Plans

To learn more about how NC Medicaid calculated performance, including the methodology and the underlying rates, please read the [2025 Standard Plan Performance Comparison Tool Technical Guide](#).

*\*Note: Star assignments do not necessarily indicate that the observed differences are statistically significant.*

## GETTING CARE: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Getting Needed Care	The percent of members who felt they usually or always got the care they needed.	Child					
		Adult					
Getting Care Quickly	The percent of members who reported usually or always getting care quickly.	Child					
		Adult					
Coordination of Care	The percent of members who reported their personal doctor usually or always coordinated their care with other providers.	Child					
		Adult					
Overall	The plan's average score for all Getting Care measures.	Child					
		Adult					

# NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

## CARE EXPERIENCE: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Rating of Health Plan	The percent of members who rated their health plan positively.	Child	★	★	★	☆	★
		Adult	☆	★	★	★	★
Rating of All Health Care	The percent of members who rated all their health care positively.	Child	★	★	☆	★	★
		Adult	★	★	★	★	★
Customer Service	The percent of members who reported usually or always having a positive experience with their health plan's customer service.	Child	★	★	★	★	★
		Adult	★	★	★	★	★
Overall	The plan's average score for all Care Experience measures.	Child	☆	★	★	★	★
		Adult	★	★	★	★	☆

## EXPERIENCE WITH PROVIDERS: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Health-care	WellCare
How Well Doctors Communicate	The percent of members who reported their personal doctor usually or always communicated well with them.	Child	☆	★	★	★	★
		Adult	★	★	★	☆	★
Rating of Personal Doctor	The percent of members who rated their personal doctor positively.	Child	☆	★	★	★	★
		Adult	★	★	★	★	☆
Rating of Specialist Seen Most Often	The percent of members who rated the specialist they saw most often positively.	Child	★	★	★	☆	★
		Adult	★	★	★	★	★
Overall	The plan's average score for all Experience with Providers measures.	Child	☆	★	★	★	★
		Adult	★	★	★	★	★

### REPRODUCTIVE AND SEXUAL HEALTH: HEALTH PLAN REPORTED

Measure Name	What Was Measured	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Health-care	WellCare
<b>Timeliness of Prenatal Care</b>	Percent of live deliveries in which the birthing parent had a prenatal care visit in their first trimester.	★	★	★	☆	★
<b>Postpartum Care</b>	Percent of birthing parents with a postpartum visit between 7-84 days after delivery.	★	★	☆	★	★
<b>Chlamydia Screening</b>	Percent of women 16-24 years of age who had at least 1 test for chlamydia during the year.	★	★	★	★	★
<b>Cervical Cancer Screening</b>	The percent of women 21-64 of age who were appropriately screened for cervical cancer.	★	★	☆	★	★
<b>Overall</b>	The plan's average score for all Reproductive and Sexual Health measures.	★	★	★	☆	★

### CHILDREN'S HEALTH: PLAN REPORTED

Measure Name	What Was Measured	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Health-care	WellCare
<b>Well-Child Visits, First 15 Months</b>	Percent of children who turned 15 months of age and had at least 6 well-child visits in their first 15 months of life.	★	★	★	☆	★
<b>Well-Child Visits, 15-30 Months</b>	Percent of children who had at least 2 well-child visits between the ages of 15-30 months.	★	★	★	☆	★
<b>Well-Child Visits, Ages 3-21</b>	Percent of children 3-21 years of age who received 1 or more well-child visit during the measurement year.	★	★	★	☆	★
<b>Childhood Vaccinations</b>	Percent of children who had the full series of 10 recommended vaccines before turning 2 years of age.	☆	★	★	★	★
<b>Adolescent Vaccinations</b>	Percent of adolescents (youth) who had the full series of 3 recommended vaccines before turning 13 years of age.	★	★	★	☆	★
<b>Overall</b>	The plan's average score for all Children's Health measures.	★	★	★	☆	★

# NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

If you have any questions or concerns, contact the health plan directly. The health plan can tell you which providers are in their plan and what extra services they offer. For questions about choosing the plan that is best for you and your family, call the **NC Medicaid Enrollment Broker** at **1-833-870-5500**.

Health Plan	Contact Information
<b>AmeriHealth Caritas</b>	1-855-375-8811 <a href="http://www.amerihealthcaritasnc.com">www.amerihealthcaritasnc.com</a>
<b>Carolina Complete Health</b>	1-833-552-3876 <a href="http://www.carolinacompletehealth.com/contact-us.html">www.carolinacompletehealth.com/contact-us.html</a>
<b>Healthy Blue</b>	1-844-594-5070 <a href="http://www.healthybluenc.com/north-carolina/home.html">www.healthybluenc.com/north-carolina/home.html</a>
<b>United Healthcare Community Plan</b>	1-800-349-1855 <a href="http://www.uhc.com/communityplan/north-Carolina/plans/Medicaid/Medicaid-uhc-community-plan">www.uhc.com/communityplan/north-Carolina/plans/Medicaid/Medicaid-uhc-community-plan</a>
<b>WellCare</b>	1-866-799-5318 <a href="http://www.wellcarenc.com/members/medicaid.html">www.wellcarenc.com/members/medicaid.html</a>

## To learn more about NC Medicaid:

Go to NC Medicaid website: <https://ncmedicaidplans.gov>

## About the ratings:

This 2025 Standard Plan Performance Comparison Tool used ratings from:

- 2023 Healthcare Effectiveness Data and Information Set (HEDIS®)
- Calendar Year 2024 data from The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

For more details about these data sources, please read the [2025 Standard Plan Performance Comparison Tool Technical Guide](#)

## About the methodology:

Please read the [2025 Standard Plan Performance Comparison Tool Technical Guide](#) to see how NC Medicaid determined the star ratings for each category. The Companion Guide also shows an example calculation and the actual rates for each measure for each plan.

## About the measures:

For more detailed information on the performance measures, please read the [2023 Annual Technical Specifications](https://medicaid.ncdhhs.gov/medicaid-managed-care-quality-measurement-year-2023-technical-specifications-manual/download?attachment) (<https://medicaid.ncdhhs.gov/medicaid-managed-care-quality-measurement-year-2023-technical-specifications-manual/download?attachment>).

