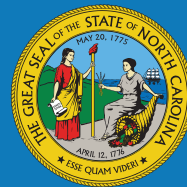


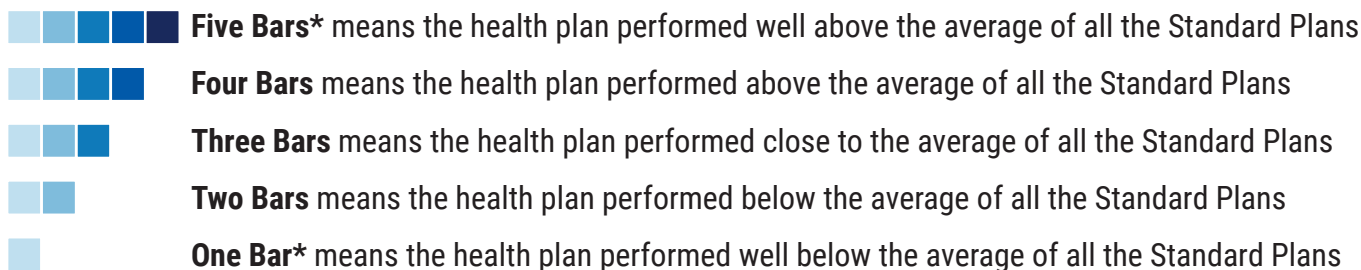
NC Medicaid Standard Plan Performance Comparison Tool 2026



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 Standard Plan performed during 2024 (Plan Reported data) and 2025 (Survey Reported data) in six areas: getting care, care experience, experience with providers, reproductive and sexual health, children's health, and behavioral & mental 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



To learn more about how NC Medicaid calculated performance, including the methodology and the underlying rates, please read the [2026 Standard Plan Performance Comparison Tool Technical Guide](#).

**Note: One bar and five bars indicate the observed differences are statistically significant when compared to the average of all the Standard Plans.*

Getting Care: Survey Reported

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

Care Experience: Survey Reported

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

Experience with Providers: Survey Reported

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

Reproductive and Sexual Health: Plan Reported

Measure Name	What Was Measured	AmeriHealth Caritas	Carolina Complete	Healthy Blue	United Healthcare
Timeliness of Prenatal Care	Percent of live deliveries where the birthing parent had a prenatal care visit in their first trimester.				
Postpartum Care	Percent of birthing parents with a postpartum visit 7 through 84 days after delivery.				
Chlamydia Screening	Percent of members ages 16 through 24 years who had at least 1 test for chlamydia during the year.				
Cervical Cancer Screening	The percent of women ages 21 through 64 who were correctly screened for cervical cancer.				
Overall	The plan's average score for all Reproductive and Sexual Health measures.				

Children's Health: Plan Reported

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

Behavioral and Mental Health

	Measure Name	What Was Measured		AmeriHealth Caritas	Carolina Complete	Healthy Blue	United Healthcare
Survey Reported	Mental Health Care Coordination	Percent of members who reported their primary care provider asked about their mental health in the past 6 months.	Adult				
			Child				
	Appointment for Counseling or Mental Health Treatment	Percent of members who reported getting a mental health appointment as soon as they needed it.	Adult				
			Child				
Plan Reported	Follow-up After Hospitalization for Mental Illness (within 7 days)	Percent of discharges for members 6+ years who were hospitalized for a mental illness and had a mental health follow-up service within 7 days.					
	Follow-up After Hospitalization for Mental Illness (within 30 days)	Percent of discharges for members 6+ years who were hospitalized for a mental illness and had a mental health follow-up service within 30 days.					
	Overlapping Prescriptions of Opioids and Benzodiazepines	Percent of members ages 18 and older who were prescribed opioids and benzodiazepines at the same time during the measurement year.					
	Overall	The plan's average score for all Behavioral and Mental Health measures.					

To learn more about NC Medicaid go to [NC Medicaid Enrollment Broker website](#).

About the ratings: This 2026 Standard Plan Performance Comparison Tool used ratings from:

- 2024 Healthcare Effectiveness Data and Information Set (HEDIS®)
- 2024 Centers for Medicare and Medicaid Services (CMS) measure data
- Calendar Year 2025 data from The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

For more details about these data sources, read the [2026 Standard Plan Performance Comparison Tool Technical Guide](#)

About the methodology: Read the [2026 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, read the [2026 Annual Technical Specifications](#).

NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2026

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 on how to choose 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
AmeriHealth Caritas	1-855-375-8811 www.amerihhealthcaritasnc.com
Carolina Complete Health	1-833-552-3876 www.carolinacompletehealth.com/contact-us.html
Healthy Blue	1-844-594-5070 www.healthybluenc.com/north-carolina/home.html
United Healthcare Community Plan	1-800-349-1855 www.uhc.com/communityplan/north-Carolina/plans/Medicaid/Medicaid-uhc-community-plan

Additional Resources

The Standard Plan Performance Comparison Tool is just one resource members can use when making decisions about their health plan. Review the free tools below for more information on the health plans.



To see National Committee for Quality Assurance (NCQA) Accreditations and NCQA Health Plan Report Cards for Standard Plans, visit the [NCQA Health Plan Report Cards](#).



All health plans offered through NC Medicaid offer the same minimum of benefits and services. Visit the [Benefits and Services webpage](#) to see what medical services are included in every plan.



The Standard Plan Comparison Tool provides a summary of data for each health plan but does not show all the data available on NC Medicaid. Other tools include a claims monitoring dashboard that shows how often a health plan pays or denies a claim and a quality measures dashboard that you can sort by plan, race/ethnicity, geography, and more. Visit the [NC Medicaid Dashboards](#) page.



Doctors and providers may be in-network for some health plans and out-of-network for other health plans. To check which providers are in a health plan, visit the [NC Medicaid Provider Directory](#).



Each plan comes with its own unique set of extra benefits such as memberships to weight management programs, food assistance, and cash rewards for preventative care visits. Review the "All Plan Benefits and Details" sections on the [NC Medicaid Enrollment Broker website](#) for more information.

To leave feedback on this tool and for more information, please visit this webpage:

<https://medicaid.ncdhhs.gov/reports/quality-management-and-improvement/standard-plan-performance-comparison-tool>

