



*National Core Indicators- Aging and Disabilities (NCI-AD)
Adult Consumer Survey State Results*

Texas

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Introduction

Established in 2015, National Core Indicators—Aging and Disabilities™ (NCI-AD™) is a voluntary effort by state aging and physical disability agencies to measure and track their performance using a standardized set of nationally validated measures. The effort is coordinated by Advancing States and Human Services Research Institute (HSRI). Learn more about our history [here](#).

In 2023-24 a total of 20 states participated in NCI-AD. Not all participating states do all surveys every year.

Adult Consumer Survey

The NCI-AD Adult Consumer Survey (ACS), is standardized survey conducted with a person receiving long term services and supports (LTSS) through state aging and physical disability systems. Surveys are conducted by trained surveyors through in-person, secure video meeting, or over-the-phone conversations with service participants. The main part of the survey contains subjective questions about how well services are supporting the person; these can only be answered by the person themselves. A subset of more objective questions may be answered by a proxy respondent if needed. In addition to the questions for service participants, the survey also collects background information on the person –demographic and service-related data – mainly from service agency records. In 2023-24, the survey included two state-optional modules:

Person-Centered Planning Module (state-optional). This is a state-optional series of questions that ask about the person-centered planning process, including the person’s experience developing the service plan and the service planning meeting. The following states conducted the Person-Centered Planning Module: AL, AZ, DE, IN, KS, KY, MN, MO, NE, NJ, OH, OK, OR, TN, TX, WI, and WY.

Self-direction Module (state-optional). This state-optional module was added to the 2023-24 ACS. Questions in this section are asked only of those who are using a self-directed supports option and assess experiences specific to self-direction. The following states conducted the Self-direction module: AL, DE, IN, KS, KY, MO, NE, NJ, OH, OK, OR, TN, TX, WI, and WY.

Texas Specific Sample

There is considerable variation in how states’ long-term services and supports (LTSS) programs serving older adults and adults with physical disabilities are organized, funded, and administered. The NCI-AD program allows states to include programs funded through Medicaid, the Older Americans Act, Program of All-Inclusive Care for the Elderly (PACE), state-only funds, and/or other state- and federal-blended funds. The NCI-AD project team works closely with each participating NCI-AD state to advise and track which LTSS program populations and sub-populations are included in the state’s sampling strategy, how that sample is designed and how many surveys are targeted for completion. See detailed information on state sample frames [here](#).

Figure 1. Statewide Sample

Total Sample Frame	Total surveys completed	Overall Margin of Error (MoE)
47423	1,492	2.5%

Figure 2. Classification of 2023-24 State programs

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE(95%Confidence, 0.5 Distribution)	MoE(95%Confidence, 0.7 Distribution)
STAR+PLUS HCBS - Amerigroup	Medicaid 1115 Transformation Waiver	Program provides additional LTSS to individuals who are elderly or who have physical disabilities who meet medical necessity criteria to be in a nursing facility. Services include nursing, personal assistance services, adaptive aids, medical supplies, and minor home modifications. Members must be age 21 or older, be a Medicaid recipient, or be otherwise financially eligible for waiver services (MAO).	368	9,559	5.1%	4.7%
STAR+PLUS HCBS - Molina	Medicaid 1115 Transformation Waiver	Program provides additional LTSS to individuals who are elderly or who have physical disabilities who	373	14,812	5.1%	4.7%

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE(95%Confidence, 0.5 Distribution)	MoE(95%Confidence, 0.7 Distribution)
		<p>meet medical necessity criteria to be in a nursing facility.</p> <p>Services include nursing, personal assistance services, adaptive aids, medical supplies, and minor home modifications.</p> <p>Members must be age 21 or older, be a Medicaid recipient, or be otherwise financially eligible for waiver services (MAO).</p>				
STAR+PLUS HCBS - Superior	Medicaid 1115 Transformation Waiver	<p>Program provides additional LTSS to individuals who are elderly or who have physical disabilities who meet medical necessity criteria to be in a nursing facility.</p> <p>Services include nursing, personal assistance services, adaptive aids, medical supplies, and minor home modifications.</p> <p>Members must be age 21 or older, be a Medicaid recipient, or be otherwise financially eligible for waiver services (MAO).</p>	377	15,134	5.0%	4.6%

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE(95%Confidence, 0.5 Distribution)	MoE(95%Confidence, 0.7 Distribution)
STAR+PLUS HCBS - United HealthCare	Medicaid 1115 Transformation Waiver	<p>Program provides additional LTSS to individuals who are elderly or who have physical disabilities who meet medical necessity criteria to be in a nursing facility.</p> <p>Services include nursing, personal assistance services, adaptive aids, medical supplies, and minor home modifications.</p> <p>Members must be age 21 or older, be a Medicaid recipient, or be otherwise financially eligible for waiver services (MAO).</p>	374	7,918	5.1%	4.6%

What is included in this report?

This report presents Texas 2023-24 ACS demographics and outcomes results. Data are shown for the overall statewide average, broken out by program sampled, and include the weighted NCI-AD Average.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program's valid number of responses (valid Ns) is shown in every chart and table in this report. **To protect people's privacy we do not show the data when 20 or fewer people from a state or within a program responded to a question, however their data are included in the overall state average.**

Presentation of Data

Data may be viewed as tables by clicking the appropriate tab for each outcome. Tables represent the un-collapsed data outcomes. This may differ from the national report that represents the data in collapsed outcomes. For more information on recoding and collapsing, refer to [Appendix B-How to Recode and Collapse Data](#).

All state and NCI-AD averages throughout this report are “weighted” to account for any non-proportional sampling of programs and to “rebalance” the states' sample sizes according to their populations of survey-eligible service recipients. [See more details on weighting in the national report.](#)

Accessibility Statement

National Core Indicators strives to develop accessible resources to support equitable access to information about quality of services. Should you require other accommodations to make this report accessible for you, please reach out to us at nci@nationalcoreindicators.org.

Demographics

Table 1. Average age (reported for those under 90 years old)

Program	Age	N
STAR+PLUS HCBS - Amerigroup	58.4	355
STAR+PLUS HCBS - Molina	61.2	347
STAR+PLUS HCBS - Superior	60.2	363
STAR+PLUS HCBS - United HealthCare	59.1	365
TX Overall Average	59.9	1430
Weighted NCI-AD Average	62.5	19857

Table 2. Age Category (including those 90 and older)

Program	18-44	45-64	65-89	90+	N
STAR+PLUS HCBS - Amerigroup	18%	43%	36%	3%	366
STAR+PLUS HCBS - Molina	15%	34%	44%	7%	373
STAR+PLUS HCBS - Superior	16%	43%	38%	4%	377
STAR+PLUS HCBS - United HealthCare	19%	36%	43%	2%	374
TX Overall Average	17%	39%	40%	4%	1490
Weighted NCI-AD Average	14%	33%	48%	5%	20956

Table 3. Gender

Program	Male	Female	Other	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	41%	59%	0%	0%	367
STAR+PLUS HCBS - Molina	38%	62%	0%	0%	373
STAR+PLUS HCBS - Superior	38%	62%	0%	0%	377
STAR+PLUS HCBS - United HealthCare	36%	64%	0%	0%	374
TX Overall Average	38%	62%	0%	0%	1491
Weighted NCI-AD Average	37%	63%	0%	0%	20299

Table 4. Race and ethnicity*Categories are not mutually exclusive; therefore, N is not shown.*

Program	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know or Unclear
STAR+PLUS HCBS - Amerigroup	2%	2%	29%	0%	30%	44%	2%	0%
STAR+PLUS HCBS - Molina	1%	1%	25%	0%	34%	49%	1%	0%
STAR+PLUS HCBS - Superior	1%	0%	9%	0%	33%	75%	1%	0%
STAR+PLUS HCBS - United HealthCare	2%	1%	33%	0%	47%	22%	1%	0%
TX Overall Average	1%	1%	22%	0%	35%	52%	1%	0%
Weighted NCI-AD Average	3%	4%	26%	0%	57%	7%	3%	2%

Table 5. Marital status

Program	Single, Never Married	Married or in Domestic Partnership	Separated or Divorced	Widowed	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	49%	11%	27%	13%	0%	367
STAR+PLUS HCBS - Molina	36%	14%	26%	23%	1%	373
STAR+PLUS HCBS - Superior	34%	15%	31%	19%	0%	375
STAR+PLUS HCBS - United HealthCare	46%	10%	28%	16%	0%	374
TX Overall Average	40%	13%	28%	19%	0%	1489
Weighted NCI-AD Average	34%	15%	24%	18%	9%	19613

Table 6. Preferred language

Program	English	Spanish	Other	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	83%	14%	2%	0%	368
STAR+PLUS HCBS - Molina	71%	28%	1%	0%	373
STAR+PLUS HCBS - Superior	77%	22%	0%	0%	377
STAR+PLUS HCBS - United HealthCare	97%	3%	0%	0%	373
TX Overall Average	80%	19%	1%	0%	1491
Weighted NCI-AD Average	91%	4%	4%	1%	20581

Table 7. Preferred means of communication

Program	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
STAR+PLUS HCBS - Amerigroup	92%	4%	2%	0%	2%	1%	368
STAR+PLUS HCBS - Molina	95%	3%	0%	0%	1%	1%	373
STAR+PLUS HCBS - Superior	95%	2%	0%	0%	3%	1%	377
STAR+PLUS HCBS - United HealthCare	84%	10%	1%	1%	1%	3%	374
TX Overall Average	93%	4%	1%	0%	2%	1%	1492
Weighted NCI-AD Average	95%	2%	0%	0%	1%	2%	19920

Table 8. Residential designation*Categories created using zip codes and corresponding RUCA codes.*

Program	Metropolitan	Micropolitan	Rural	Small Town	Don't Know	N
STAR+PLUS HCBS - Amerigroup	97%	2%	0%	1%	0%	368
STAR+PLUS HCBS - Molina	79%	16%	0%	5%	0%	373
STAR+PLUS HCBS - Superior	89%	11%	0%	1%	0%	377
STAR+PLUS HCBS - United HealthCare	74%	20%	2%	4%	0%	374
TX Overall Average	85%	12%	0%	3%	0%	1492
Weighted NCI-AD Average	74%	12%	5%	8%	1%	20743

Table 9. Median area income (based on zip code)

Program	\$0 - \$9,999	\$10,000 - \$19,999	\$20,000 - \$29,999	\$30,000 - \$39,999	\$40,000 - \$49,999	\$50,000 - \$59,999	\$60,000 - \$69,999	\$70,000 - \$79,999	\$80,000 - \$89,999	\$90,000 - \$99,999	\$100,000 and Over	N
STAR+PLUS HCBS - Amerigroup	1%	0%	0%	17%	32%	25%	14%	5%	3%	2%	2%	368
STAR+PLUS HCBS - Molina	0%	0%	0%	22%	37%	27%	9%	2%	1%	1%	0%	373
STAR+PLUS HCBS - Superior	0%	0%	0%	27%	42%	16%	7%	4%	3%	0%	1%	377
STAR+PLUS HCBS - United HealthCare	0%	0%	0%	7%	27%	30%	9%	11%	8%	3%	3%	374
TX Overall Average	0%	0%	0%	20%	36%	24%	9%	5%	3%	1%	1%	1492
Weighted NCI-AD Average	1%	0%	1%	7%	25%	27%	15%	9%	6%	3%	5%	20671

Table 10. Type of Residence

Program	Own or Family House or Apartment	Senior Living Apartment or Complex	Group Home, Adult Family Home, Foster Home, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless or Temporary Shelter	Other	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	85%	4%	2%	7%	0%	0%	2%	0%	368
STAR+PLUS HCBS - Molina	92%	1%	1%	5%	0%	0%	1%	0%	373
STAR+PLUS HCBS - Superior	93%	6%	1%	0%	0%	0%	0%	0%	377
STAR+PLUS HCBS - United HealthCare	87%	3%	1%	9%	0%	0%	0%	0%	374
TX Overall Average	90%	4%	1%	4%	0%	0%	1%	0%	1492
Weighted NCI-AD Average	72%	3%	4%	7%	9%	0%	3%	2%	20306

Table 11. Who the person lives with*Categories are not mutually exclusive; therefore, N is not shown.*

Program	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know or Unclear
STAR+PLUS HCBS - Amerigroup	33%	11%	50%	3%	2%	6%	0%
STAR+PLUS HCBS - Molina	38%	10%	51%	2%	1%	2%	0%
STAR+PLUS HCBS - Superior	35%	13%	52%	4%	3%	1%	0%
STAR+PLUS HCBS - United HealthCare	39%	9%	51%	1%	3%	3%	0%
TX Overall Average	36%	11%	51%	3%	2%	3%	0%
Weighted NCI-AD Average	38%	13%	32%	3%	2%	13%	3%

Table 12. Address changed in the past 6 months

Program	Yes	No	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	6%	93%	1%	368
STAR+PLUS HCBS - Molina	4%	96%	0%	373
STAR+PLUS HCBS - Superior	5%	95%	0%	377
STAR+PLUS HCBS - United HealthCare	6%	94%	0%	374
TX Overall Average	5%	95%	0%	1492
Weighted NCI-AD Average	7%	91%	2%	19846

Table 13. Where people moved from (if moved in the last 6 months)

Program	Own or Family House or Apartment	Senior Living Apartment or Complex	Group Home, Adult Family Home, Foster Home, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless or Temporary Shelter	Other	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	82%	5%	5%	5%	0%	0%	5%	0%	22
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	78%	9%	0%	4%	0%	9%	0%	0%	23
TX Overall Average	86%	3%	1%	4%	0%	2%	5%	0%	76
Weighted NCI-AD Average	61%	5%	4%	5%	4%	6%	11%	4%	1186

Table note: STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 14A. Diagnoses

Categories are not mutually exclusive; therefore, N is not shown.

Program	Physical Disability	Traumatic Brain Injury or Other Acquired Brain Injury	Intellectual or Other Developmental Disability	Alzheimer's Disease or Other Dementia	Heart Disease	Cancer
STAR+PLUS HCBS - Amerigroup	77%	22%	21%	11%	29%	11%
STAR+PLUS HCBS - Molina	76%	15%	16%	16%	34%	13%
STAR+PLUS HCBS - Superior	93%	17%	18%	13%	37%	11%
STAR+PLUS HCBS - United HealthCare	76%	21%	20%	17%	32%	13%
TX Overall Average	82%	18%	18%	14%	34%	12%
Weighted NCI-AD Average	44%	10%	9%	12%	35%	12%

Table 14B. Diagnoses (continued)*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Chronic Obstructive Pulmonary Disease (COPD)	Stroke	Diabetes	Hypertension (or High Blood Pressure)	Limited or No Vision - Legally Blind	Hearing Loss - Severe or Profound
STAR+PLUS HCBS - Amerigroup	21%	29%	42%	65%	38%	19%
STAR+PLUS HCBS - Molina	28%	27%	47%	67%	44%	31%
STAR+PLUS HCBS - Superior	26%	32%	58%	73%	38%	23%
STAR+PLUS HCBS - United HealthCare	32%	31%	38%	63%	25%	20%
TX Overall Average	27%	30%	48%	68%	38%	24%
Weighted NCI-AD Average	22%	17%	29%	65%	12%	10%

Table 15. Person has chronic psychiatric or mental health diagnosis

Program	Yes	No	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	40%	59%	1%	368
STAR+PLUS HCBS - Molina	34%	65%	1%	373
STAR+PLUS HCBS - Superior	49%	51%	0%	377
STAR+PLUS HCBS - United HealthCare	37%	62%	1%	374
TX Overall Average	40%	59%	1%	1492
Weighted NCI-AD Average	28%	70%	2%	19343

Table 16. Level of Mobility

Categories are not mutually exclusive (except 'Don't Know or Unclear or Missing'); therefore, N is not shown.

Program	Non-Ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't Know or Unclear
STAR+PLUS HCBS - Amerigroup	6%	30%	59%	35%	0%
STAR+PLUS HCBS - Molina	11%	21%	59%	33%	0%
STAR+PLUS HCBS - Superior	7%	30%	70%	20%	0%
STAR+PLUS HCBS - United HealthCare	13%	31%	52%	26%	0%
TX Overall Average	9%	27%	61%	28%	0%
Weighted NCI-AD Average	8%	19%	46%	38%	7%

Table 17. Has history of frequent falls (more than two falls in a six-month period)

Program	Yes	No	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	32%	68%	0%	368
STAR+PLUS HCBS - Molina	33%	67%	0%	372
STAR+PLUS HCBS - Superior	40%	60%	0%	377
STAR+PLUS HCBS - United HealthCare	29%	71%	0%	374
TX Overall Average	34%	66%	0%	1491
Weighted NCI-AD Average	25%	73%	2%	19261

Table 18. Receives Medicare*Information required to come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	56%	44%	0%	368
STAR+PLUS HCBS - Molina	71%	29%	0%	373
STAR+PLUS HCBS - Superior	61%	39%	0%	377
STAR+PLUS HCBS - United HealthCare	72%	28%	0%	374
TX Overall Average	65%	35%	0%	1492
Weighted NCI-AD Average	70%	24%	6%	18141

Table 19. Length of time receiving LTSS services in current program*Information required to come from administrative records.*

Program	0 - 5 Months	6 Months – Less Than 1 Year	1 Year – Less Than 3 Years	3 or More Years	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	0%	0%	27%	73%	0%	368
STAR+PLUS HCBS - Molina	0%	0%	48%	52%	0%	373
STAR+PLUS HCBS - Superior	0%	0%	28%	72%	0%	377
STAR+PLUS HCBS - United HealthCare	0%	0%	16%	84%	0%	374
TX Overall Average	0%	0%	32%	68%	0%	1492
Weighted NCI-AD Average	3%	7%	24%	35%	30%	19647

Table 20. Person has legal guardian*Information required to come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
STAR+PLUS HCBS - Amerigroup	14%	86%	0%	368
STAR+PLUS HCBS - Molina	11%	89%	0%	373
STAR+PLUS HCBS - Superior	10%	90%	0%	377
STAR+PLUS HCBS - United HealthCare	15%	85%	0%	374
TX Overall Average	12%	88%	0%	1492
Weighted NCI-AD Average	7%	47%	46%	20383

Table 21. Amount of paid supports received*Information required to come from administrative records.*

Program	24-hour Support or Supervision	Daily Support (for a Limited Number of Hours per Day, not Round-the-Clock)	Scheduled, Less Frequent than Daily Support	As-needed Visitation and Phone Contact	None of the Above	Don't Know	N
STAR+PLUS HCBS - Amerigroup **	0%	0%	0%	0%	0%	100%	368
STAR+PLUS HCBS - Molina **	0%	0%	0%	0%	0%	100%	373
STAR+PLUS HCBS - Superior **	0%	0%	0%	0%	0%	100%	377
STAR+PLUS HCBS - United HealthCare **	0%	0%	0%	0%	0%	100%	374
TX Overall Average **	0%	0%	0%	0%	0%	100%	1492
Weighted NCI-AD Average	14%	11%	8%	1%	5%	60%	19531

*Programs with more than 25% missing or don't know are marked with **.*

Table 22. Person has remote supports*Information required to come from administrative records.*

Program	Yes, 24-Hour Remote Supports	Yes, Less than 24-Hour Remote Supports	No, None	Don't Know	N
STAR+PLUS HCBS - Amerigroup **	0%	0%	0%	100%	368
STAR+PLUS HCBS - Molina **	0%	0%	0%	100%	373
STAR+PLUS HCBS - Superior **	0%	0%	0%	100%	377
STAR+PLUS HCBS - United HealthCare **	0%	0%	0%	100%	374
TX Overall Average **	0%	0%	0%	100%	1492
Weighted NCI-AD Average	3%	0%	32%	65%	19527

*Programs with more than 25% missing or don't know are marked with **.*

Outcome Tables

Community Participation

Table 23. Gets to do things outside of their home as much as they want to

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	61%	39%	308
STAR+PLUS HCBS - Molina	61%	39%	320
STAR+PLUS HCBS - Superior	54%	46%	318
STAR+PLUS HCBS - United HealthCare	59%	41%	312
TX Overall Average	58%	42%	1258
Weighted NCI-AD Average	66%	34%	15580

Table 24. Takes part in activities with others as much as they want to (in-person or virtually)

Program	Yes	Maybe	No	N
STAR+PLUS HCBS - Amerigroup	60%	10%	30%	312
STAR+PLUS HCBS - Molina	63%	11%	26%	318
STAR+PLUS HCBS - Superior	55%	16%	30%	319
STAR+PLUS HCBS - United HealthCare	62%	14%	24%	314
TX Overall Average	60%	13%	28%	1263
Weighted NCI-AD Average	66%	10%	24%	15521

Table 25A. Reasons cannot always take part in activities with others as much as they want to in-person or virtually*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Help, Staffing, or Personal Assistance	Feeling Unwelcome in the Community
STAR+PLUS HCBS - Amerigroup	15%	39%	4%	62%	8%	1%
STAR+PLUS HCBS - Molina	15%	26%	6%	79%	6%	1%
STAR+PLUS HCBS - Superior	12%	39%	3%	87%	3%	1%
STAR+PLUS HCBS - United HealthCare	11%	49%	8%	71%	10%	0%
TX Overall Average	13%	37%	5%	77%	6%	1%
Weighted NCI-AD Average	12%	32%	9%	50%	6%	2%

Table 25B. Reasons cannot always take part in activities with others as much as they want to in-person or virtually (continued)*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Feeling Unsafe	No Community Activities Outside of Home Available	Lack of Information or Doesn't Know What Type of Community Activities are Available	Does Not Have Technology or Equipment	Other
STAR+PLUS HCBS - Amerigroup	4%	6%	3%	8%	15%
STAR+PLUS HCBS - Molina	2%	2%	3%	1%	7%
STAR+PLUS HCBS - Superior	3%	1%	4%	7%	6%
STAR+PLUS HCBS - United HealthCare	2%	4%	3%	1%	4%
TX Overall Average	3%	3%	4%	4%	8%
Weighted NCI-AD Average	3%	4%	6%	4%	17%

Access to the Community

Table 26. Has transportation to do the things they want outside of home*Proxy respondents were allowed for this question.*

Program	Yes	Maybe	No	N
STAR+PLUS HCBS - Amerigroup	71%	11%	18%	353
STAR+PLUS HCBS - Molina	79%	7%	14%	368
STAR+PLUS HCBS - Superior	67%	16%	16%	366
STAR+PLUS HCBS - United HealthCare	71%	13%	15%	360
TX Overall Average	72%	12%	16%	1447
Weighted NCI-AD Average	72%	12%	16%	19326

Table 27. Has transportation to get to medical appointments*Proxy respondents were allowed for this question.*

Program	Yes	Maybe	No	N
STAR+PLUS HCBS - Amerigroup	90%	6%	3%	361
STAR+PLUS HCBS - Molina	91%	5%	4%	371
STAR+PLUS HCBS - Superior	89%	9%	2%	370
STAR+PLUS HCBS - United HealthCare	91%	6%	3%	366
TX Overall Average	90%	7%	3%	1468
Weighted NCI-AD Average	91%	6%	3%	19721

Everyday Living

Table 28. Needs at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)*Proxy respondents were allowed for this question.*

Program	A Lot	Some	None	N
STAR+PLUS HCBS - Amerigroup	66%	28%	5%	366
STAR+PLUS HCBS - Molina	71%	25%	3%	373
STAR+PLUS HCBS - Superior	75%	22%	3%	377
STAR+PLUS HCBS - United HealthCare	72%	25%	3%	374
TX Overall Average	72%	25%	4%	1490
Weighted NCI-AD Average	50%	34%	16%	20745

Table 29. Always gets enough support for everyday activities (if needs at least some assistance)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	84%	16%	344
STAR+PLUS HCBS - Molina	81%	19%	359
STAR+PLUS HCBS - Superior	77%	23%	362
STAR+PLUS HCBS - United HealthCare	81%	19%	360
TX Overall Average	80%	20%	1425
Weighted NCI-AD Average	82%	18%	18728

Table 30. Needs at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)*Proxy respondents were allowed for this question.*

Program	A Lot	Some	None	N
STAR+PLUS HCBS - Amerigroup	48%	31%	20%	366
STAR+PLUS HCBS - Molina	54%	27%	19%	371
STAR+PLUS HCBS - Superior	59%	31%	11%	376
STAR+PLUS HCBS - United HealthCare	57%	29%	14%	374
TX Overall Average	55%	29%	16%	1487
Weighted NCI-AD Average	34%	30%	35%	20699

Table 31. Always gets enough support for self-care (if needs at least some assistance)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	89%	11%	289
STAR+PLUS HCBS - Molina	79%	21%	301
STAR+PLUS HCBS - Superior	76%	24%	336
STAR+PLUS HCBS - United HealthCare	83%	17%	319
TX Overall Average	80%	20%	1245
Weighted NCI-AD Average	84%	16%	14885

Table 32. Has a paid job*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	1%	99%	367
STAR+PLUS HCBS - Molina	1%	99%	372
STAR+PLUS HCBS - Superior	1%	99%	373
STAR+PLUS HCBS - United HealthCare	3%	97%	374
TX Overall Average	1%	99%	1486
Weighted NCI-AD Average	5%	95%	20005

Table 33. Wants a paid job (if they do not currently have one)

Program	Yes	Maybe, Not Sure	No	N
STAR+PLUS HCBS - Amerigroup	16%	9%	75%	311
STAR+PLUS HCBS - Molina	10%	3%	88%	313
STAR+PLUS HCBS - Superior	9%	9%	82%	312
STAR+PLUS HCBS - United HealthCare	9%	4%	86%	303
TX Overall Average	11%	6%	83%	1239
Weighted NCI-AD Average	12%	6%	82%	14703

Table 34. Someone talked with them about job options (if they do not currently have a job but want one)

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	18%	82%	50
STAR+PLUS HCBS - Molina	20%	80%	30
STAR+PLUS HCBS - Superior	34%	66%	29
STAR+PLUS HCBS - United HealthCare	21%	79%	28
TX Overall Average	24%	76%	137
Weighted NCI-AD Average	33%	67%	1248

Table 35. Person volunteers*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	8%	92%	366
STAR+PLUS HCBS - Molina	8%	92%	372
STAR+PLUS HCBS - Superior	5%	95%	375
STAR+PLUS HCBS - United HealthCare	10%	90%	372
TX Overall Average	7%	93%	1485
Weighted NCI-AD Average	10%	90%	19881

Table 36. Wants to volunteer (if they do not currently)

Program	Yes	Maybe, Not Sure	No	N
STAR+PLUS HCBS - Amerigroup	15%	9%	76%	285
STAR+PLUS HCBS - Molina	9%	7%	83%	286
STAR+PLUS HCBS - Superior	10%	14%	76%	297
STAR+PLUS HCBS - United HealthCare	7%	9%	84%	281
TX Overall Average	10%	10%	79%	1149
Weighted NCI-AD Average	9%	9%	82%	13634

Relationships

Table 37. Has friends or family they do not live with who are a part of their life

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	96%	4%	318
STAR+PLUS HCBS - Molina	94%	6%	321
STAR+PLUS HCBS - Superior	93%	7%	320
STAR+PLUS HCBS - United HealthCare	96%	4%	316
TX Overall Average	94%	6%	1275
Weighted NCI-AD Average	93%	7%	16256

Table 38. Able to see or talk to their friends and family when they want (if has friends or family they do not live with who are a part of their life)

Program	Yes	Maybe	No	N
STAR+PLUS HCBS - Amerigroup	93%	4%	3%	303
STAR+PLUS HCBS - Molina	94%	4%	2%	301
STAR+PLUS HCBS - Superior	96%	3%	1%	296
STAR+PLUS HCBS - United HealthCare	88%	9%	3%	301
TX Overall Average	93%	4%	2%	1201
Weighted NCI-AD Average	82%	12%	6%	14959

Table 39. Reasons not always able to see or talk to their friends and family when they want

Categories are not mutually exclusive; therefore, N is not shown.

Program	Availability of Transportation	Accessibility	Staffing or Personal Assistance Unavailable	Health Limitations	Someone Prevents From or Rules Against	No or Limited Access to a Phone	No or Limited Access to the Internet	Other
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TX Overall Average	22%	3%	0%	27%	7%	3%	0%	57%
Weighted NCI-AD Average	34%	4%	2%	24%	2%	3%	1%	57%

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior, STAR+PLUS HCBS - United HealthCare had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Service Coordination

Table 40A. How first found out about services they can get

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Friend	Family	Aging and Disability Resource Center; Area Agency on Aging; Center for Independent Living	State or County Agency	Case Manager or Care Coordinator
STAR+PLUS HCBS - Amerigroup	8%	12%	1%	12%	21%
STAR+PLUS HCBS - Molina	10%	23%	1%	9%	16%
STAR+PLUS HCBS - Superior	7%	20%	1%	10%	4%
STAR+PLUS HCBS - United HealthCare	9%	14%	4%	15%	27%
TX Overall Average	8%	18%	2%	11%	15%
Weighted NCI-AD Average	10%	21%	9%	13%	21%

Table 40B. How first found out about services they can get (continued)

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Doctor, Hospital, Clinic	Other Provider or Provider Agency	Media, Newspaper, TV, Radio, Billboard, Brochure, Flyer, Advertisement	Internet or Website	Other
STAR+PLUS HCBS - Amerigroup	15%	16%	1%	1%	16%
STAR+PLUS HCBS - Molina	20%	17%	1%	1%	7%
STAR+PLUS HCBS - Superior	22%	28%	1%	0%	4%
STAR+PLUS HCBS - United HealthCare	19%	17%	1%	2%	5%
TX Overall Average	20%	20%	1%	1%	8%
Weighted NCI-AD Average	19%	10%	1%	2%	10%

Table 41. Can contact their case manager or care coordinator when needs to*Proxy respondents were allowed for this question.*

Program	Yes, Always	Most of the Time, Usually	No	N
STAR+PLUS HCBS - Amerigroup	70%	17%	12%	227
STAR+PLUS HCBS - Molina	68%	16%	15%	257
STAR+PLUS HCBS - Superior	70%	14%	16%	278
STAR+PLUS HCBS - United HealthCare	76%	13%	12%	300
TX Overall Average	71%	15%	14%	1062
Weighted NCI-AD Average	79%	14%	7%	14666

Table 42. Who helps person most often (if anyone helps on a regular basis)*Proxy respondents were allowed for this question.*

Program	Paid Support Worker Who is Not a Friend or Relative	Paid Family Member or Spouse or Partner	Paid friend	Unpaid Family Member or Spouse or Partner	Unpaid Friend or Volunteer	Other	N
STAR+PLUS HCBS - Amerigroup	40%	41%	5%	13%	2%	0%	330
STAR+PLUS HCBS - Molina	43%	40%	2%	13%	1%	0%	351
STAR+PLUS HCBS - Superior	31%	45%	7%	14%	2%	0%	348
STAR+PLUS HCBS - United HealthCare	42%	34%	4%	19%	1%	0%	348
TX Overall Average	39%	41%	4%	14%	2%	0%	1377
Weighted NCI-AD Average	50%	19%	2%	25%	3%	1%	18111

Table 43. Additional people who help person on a regular basis

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Paid Support Worker Who is Not a Friend or Relative	Paid Family Member or Spouse or Partner	Paid friend	Unpaid Family Member or Spouse or Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Additional Support
STAR+PLUS HCBS - Amerigroup	15%	13%	2%	51%	9%	1%	25%
STAR+PLUS HCBS - Molina	12%	12%	1%	46%	7%	1%	28%
STAR+PLUS HCBS - Superior	6%	17%	2%	44%	6%	1%	30%
STAR+PLUS HCBS - United HealthCare	21%	15%	1%	50%	9%	1%	19%
TX Overall Average	12%	14%	1%	47%	7%	1%	26%
Weighted NCI-AD Average	17%	5%	1%	45%	9%	2%	28%

Table 44. People who are paid to help them come and leave when they are supposed to*Proxy respondents were allowed for this question.*

Program	Yes, All Paid Support Workers, Always or Almost always	Some, or Usually	No, Never or Rarely	N
STAR+PLUS HCBS - Amerigroup	92%	4%	3%	180
STAR+PLUS HCBS - Molina	95%	3%	2%	204
STAR+PLUS HCBS - Superior	91%	6%	3%	223
STAR+PLUS HCBS - United HealthCare	96%	3%	1%	166
TX Overall Average	93%	4%	2%	773
Weighted NCI-AD Average	88%	10%	2%	10348

Table 45. Has a backup plan if their people who are paid to help them do not show up*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	66%	34%	182
STAR+PLUS HCBS - Molina	60%	40%	189
STAR+PLUS HCBS - Superior	74%	26%	199
STAR+PLUS HCBS - United HealthCare	70%	30%	170
TX Overall Average	67%	33%	740
Weighted NCI-AD Average	73%	27%	10164

Table 46. Has an emergency plan in place in case of widescale emergency*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	65%	35%	352
STAR+PLUS HCBS - Molina	78%	22%	341
STAR+PLUS HCBS - Superior	70%	30%	374
STAR+PLUS HCBS - United HealthCare	74%	26%	365
TX Overall Average	72%	28%	1432
Weighted NCI-AD Average	79%	21%	19432

Table 47. Knows whom to contact if they have a complaint about their services

Program	Yes	Maybe, Not Sure	No	N
STAR+PLUS HCBS - Amerigroup	60%	7%	33%	291
STAR+PLUS HCBS - Molina	57%	6%	37%	291
STAR+PLUS HCBS - Superior	59%	8%	33%	301
STAR+PLUS HCBS - United HealthCare	73%	6%	21%	297
TX Overall Average	61%	7%	32%	1180
Weighted NCI-AD Average	77%	6%	17%	13615

Table 48. Knows whom to contact if they want to make changes to services

Program	Yes	Maybe, Not Sure	No	N
STAR+PLUS HCBS - Amerigroup	76%	7%	18%	290
STAR+PLUS HCBS - Molina	68%	8%	24%	288
STAR+PLUS HCBS - Superior	79%	5%	15%	311
STAR+PLUS HCBS - United HealthCare	84%	5%	10%	294
TX Overall Average	76%	6%	18%	1183
Weighted NCI-AD Average	84%	6%	10%	13538

Table 49. Services meet all current needs*Proxy respondents were allowed for this question.*

Program	Yes, Completely, All Needs and Goals	Some Needs and Goals	No, Not at All, Needs and Goals Are Not Met	N
STAR+PLUS HCBS - Amerigroup	67%	26%	7%	342
STAR+PLUS HCBS - Molina	62%	27%	11%	349
STAR+PLUS HCBS - Superior	61%	30%	9%	362
STAR+PLUS HCBS - United HealthCare	71%	21%	9%	356
TX Overall Average	64%	27%	9%	1409
Weighted NCI-AD Average	71%	22%	7%	17228

Table 50A. Additional services and supports needed (if all current needs and goals are not being met)

Proxy respondents were allowed for this question; categories are not mutually exclusive; therefore, N is not shown.

Program	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Homemaker or Chore Services	Companion Services	Healthcare Home Services, Home Health	Home Delivered Meals
STAR+PLUS HCBS - Amerigroup	3%	20%	18%	7%	11%	9%
STAR+PLUS HCBS - Molina	5%	15%	12%	9%	4%	2%
STAR+PLUS HCBS - Superior	8%	17%	9%	6%	5%	7%
STAR+PLUS HCBS - United HealthCare	2%	25%	14%	6%	13%	19%
TX Overall Average	5%	18%	12%	7%	7%	8%
Weighted NCI-AD Average	4%	22%	22%	13%	10%	12%

Table 50B. Additional services and supports needed (if all current needs and goals are not being met; continued)

Proxy respondents were allowed for this question; categories are not mutually exclusive; therefore, N is not shown.

Program	Adult Day Services	Transportation	Respite or Family Caregiver Support	Health Care	Mental Health Care	Dental Care
STAR+PLUS HCBS - Amerigroup	6%	12%	7%	8%	5%	7%
STAR+PLUS HCBS - Molina	6%	8%	2%	5%	4%	8%
STAR+PLUS HCBS - Superior	1%	14%	4%	6%	4%	9%
STAR+PLUS HCBS - United HealthCare	11%	28%	7%	12%	8%	16%
TX Overall Average	5%	14%	4%	7%	5%	9%
Weighted NCI-AD Average	8%	26%	5%	11%	9%	14%

Table 50C. Additional services and supports needed (if all current needs and goals are not being met; continued)

Proxy respondents were allowed for this question; categories are not mutually exclusive; therefore, N is not shown.

Program	Housing Assistance	Heating or Cooling Assistance	Hospice	Funeral Planning	Other
STAR+PLUS HCBS - Amerigroup	13%	11%	1%	2%	40%
STAR+PLUS HCBS - Molina	10%	12%	3%	0%	51%
STAR+PLUS HCBS - Superior	15%	13%	2%	1%	51%
STAR+PLUS HCBS - United HealthCare	18%	15%	0%	0%	32%
TX Overall Average	14%	13%	2%	1%	46%
Weighted NCI-AD Average	17%	7%	1%	2%	34%

Table 51. Case manager talked to them about services that might help with their unmet needs (if all current needs and goals are not being met and has a case manager)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	51%	49%	71
STAR+PLUS HCBS - Molina	27%	73%	99
STAR+PLUS HCBS - Superior	52%	48%	112
STAR+PLUS HCBS - United HealthCare	53%	47%	89
TX Overall Average	44%	56%	371
Weighted NCI-AD Average	51%	49%	3335

Table 52. Service providers work together to provide support

Program	Yes, All Service Providers	Sometimes, or Some Service Providers	No	N
STAR+PLUS HCBS - Amerigroup	63%	18%	19%	267
STAR+PLUS HCBS - Molina	82%	7%	11%	232
STAR+PLUS HCBS - Superior	76%	14%	10%	283
STAR+PLUS HCBS - United HealthCare	72%	18%	10%	316
TX Overall Average	74%	14%	12%	1098
Weighted NCI-AD Average	80%	11%	9%	13861

Care Coordination

Table 53. Knows how to manage chronic conditions (if has at least one)

Program	Yes	In-Between, or Some Conditions	No	N
STAR+PLUS HCBS - Amerigroup	79%	11%	10%	305
STAR+PLUS HCBS - Molina	72%	14%	14%	310
STAR+PLUS HCBS - Superior	74%	16%	11%	310
STAR+PLUS HCBS - United HealthCare	72%	16%	12%	298
TX Overall Average	74%	14%	12%	1223
Weighted NCI-AD Average	85%	9%	6%	14517

Table 54. Stayed overnight in a hospital or rehab/nursing facility in the past 12 months and was discharged to go home*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	32%	68%	364
STAR+PLUS HCBS - Molina	28%	72%	368
STAR+PLUS HCBS - Superior	23%	77%	371
STAR+PLUS HCBS - United HealthCare	29%	71%	369
TX Overall Average	27%	73%	1472
Weighted NCI-AD Average	27%	73%	19616

Table 55. Felt comfortable and supported enough to go home after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Program	Yes	In-Between	No	N
STAR+PLUS HCBS - Amerigroup	87%	4%	9%	103
STAR+PLUS HCBS - Molina	85%	7%	7%	95
STAR+PLUS HCBS - Superior	83%	3%	14%	76
STAR+PLUS HCBS - United HealthCare	82%	11%	6%	97
TX Overall Average	85%	6%	9%	371
Weighted NCI-AD Average	86%	5%	9%	4432

Table 56. Someone followed-up to make sure they had needed services and supports after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Proxy respondents were allowed for this question.

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	85%	15%	114
STAR+PLUS HCBS - Molina	86%	14%	98
STAR+PLUS HCBS - Superior	64%	36%	81
STAR+PLUS HCBS - United HealthCare	81%	19%	104
TX Overall Average	79%	21%	397
Weighted NCI-AD Average	83%	17%	5379

Choice and Control

Table 57. Feels in control of their life

Program	Yes, Almost Always, Always	In-Between, Sometimes	No, Rarely, Never	N
STAR+PLUS HCBS - Amerigroup	72%	20%	8%	307
STAR+PLUS HCBS - Molina	70%	19%	12%	318
STAR+PLUS HCBS - Superior	67%	23%	10%	311
STAR+PLUS HCBS - United HealthCare	64%	27%	9%	313
TX Overall Average	68%	22%	10%	1249
Weighted NCI-AD Average	72%	20%	8%	14903

Table 58. Able to furnish and decorate their room however they want to (if living in a group setting)

Program	In All Ways	In Most Ways	Only in Some Ways, or Not at All	N
STAR+PLUS HCBS - Amerigroup	64%	18%	18%	22
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	87%	7%	7%	30
TX Overall Average	82%	9%	9%	75
Weighted NCI-AD Average	57%	28%	15%	2500

Table note: STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 59. Can choose or change their roommate (if living in a group setting and has a roommate)

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	n/a	n/a	n/a
TX Overall Average	n/a	n/a	n/a
Weighted NCI-AD Average	36%	64%	1106

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - United HealthCare, TX Overall Average, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 60. Can get up and go to bed when they want to

Program	Yes, Always, or Almost Always	Some Days, Sometimes	No, Never	N
STAR+PLUS HCBS - Amerigroup	90%	3%	8%	39
STAR+PLUS HCBS - Molina	91%	0%	9%	22
STAR+PLUS HCBS - Superior	100%	0%	0%	23
STAR+PLUS HCBS - United HealthCare	93%	5%	2%	41
TX Overall Average	93%	2%	5%	125
Weighted NCI-AD Average	89%	8%	4%	3415

Table 61. Can eat their meals when they want to

Program	Yes, Always, or Almost Always	Some Days, Sometimes	No, Never	N
STAR+PLUS HCBS - Amerigroup	74%	8%	18%	39
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	92%	4%	4%	24
STAR+PLUS HCBS - United HealthCare	71%	7%	22%	41
TX Overall Average	77%	7%	16%	124
Weighted NCI-AD Average	68%	13%	19%	3410

Table note: STAR+PLUS HCBS - Molina had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 62. Can choose or change their services*Proxy respondents were allowed for this question.*

Program	Yes, All Services	Sometimes, or Some Services	No	N
STAR+PLUS HCBS - Amerigroup	71%	19%	10%	298
STAR+PLUS HCBS - Molina	81%	9%	11%	317
STAR+PLUS HCBS - Superior	62%	25%	13%	326
STAR+PLUS HCBS - United HealthCare	67%	26%	8%	298
TX Overall Average	71%	18%	11%	1239
Weighted NCI-AD Average	75%	13%	12%	15690

Table 63. Can choose or change when and how often they receive services*Proxy respondents were allowed for this question.*

Program	Yes, All Services	Sometimes, or Some Services	No	N
STAR+PLUS HCBS - Amerigroup	66%	21%	13%	297
STAR+PLUS HCBS - Molina	78%	7%	15%	304
STAR+PLUS HCBS - Superior	57%	25%	17%	330
STAR+PLUS HCBS - United HealthCare	59%	26%	15%	292
TX Overall Average	66%	19%	16%	1223
Weighted NCI-AD Average	70%	15%	16%	15260

Table 64. Can choose or change the people who provide paid supports if wants*Proxy respondents were allowed for this question.*

Program	Yes, All Services	Sometimes, or Some Services	No	N
STAR+PLUS HCBS - Amerigroup	91%	5%	4%	198
STAR+PLUS HCBS - Molina	92%	2%	6%	211
STAR+PLUS HCBS - Superior	90%	3%	7%	256
STAR+PLUS HCBS - United HealthCare	83%	7%	9%	187
TX Overall Average	90%	3%	6%	852
Weighted NCI-AD Average	76%	6%	18%	10664

Satisfaction

Table 65. Services and supports help them live the life they want

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	88%	12%	294
STAR+PLUS HCBS - Molina	90%	10%	296
STAR+PLUS HCBS - Superior	91%	9%	307
STAR+PLUS HCBS - United HealthCare	94%	6%	297
TX Overall Average	90%	10%	1194
Weighted NCI-AD Average	88%	12%	13011

Table 66. Case manager/care coordinator changes more often than they would like

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	30%	70%	198
STAR+PLUS HCBS - Molina	42%	58%	211
STAR+PLUS HCBS - Superior	45%	55%	242
STAR+PLUS HCBS - United HealthCare	30%	70%	256
TX Overall Average	39%	61%	907
Weighted NCI-AD Average	30%	70%	11144

Table 67. People who are paid to help them change too often

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
STAR+PLUS HCBS - Amerigroup	15%	9%	76%	144
STAR+PLUS HCBS - Molina	4%	8%	88%	166
STAR+PLUS HCBS - Superior	13%	5%	81%	128
STAR+PLUS HCBS - United HealthCare	14%	6%	80%	157
TX Overall Average	10%	7%	82%	595
Weighted NCI-AD Average	15%	13%	72%	8569

Table 68. Likes where they live

Program	Yes	In Between, Most of the Time	No	N
STAR+PLUS HCBS - Amerigroup	83%	8%	9%	315
STAR+PLUS HCBS - Molina	84%	6%	10%	318
STAR+PLUS HCBS - Superior	87%	4%	8%	319
STAR+PLUS HCBS - United HealthCare	84%	5%	11%	317
TX Overall Average	85%	6%	10%	1269
Weighted NCI-AD Average	80%	9%	10%	16205

Table 69A. Reasons does not like where they live (if does not always like where they live)

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Accessibility of House or Building	Feels Unsafe in or Dislikes Neighborhood	Feels Unsafe in Residence	Residence or Building Needs Repair or Upkeep	Doesn't Feel Like Home
STAR+PLUS HCBS - Amerigroup	6%	25%	10%	23%	12%
STAR+PLUS HCBS - Molina	10%	23%	6%	25%	10%
STAR+PLUS HCBS - Superior	12%	32%	12%	34%	5%
STAR+PLUS HCBS - United HealthCare	0%	16%	22%	24%	10%
TX Overall Average	8%	25%	11%	27%	9%
Weighted NCI-AD Average	8%	15%	9%	15%	14%

Table 69B. Reasons does not like where they live (if does not always like where they live) (continued)

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Layout or Size of Residence or Building	Problems With Neighbors or Housemates/Other Residents	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence or Control
STAR+PLUS HCBS - Amerigroup	21%	12%	12%	8%	8%
STAR+PLUS HCBS - Molina	19%	15%	13%	0%	6%
STAR+PLUS HCBS - Superior	15%	7%	5%	0%	0%
STAR+PLUS HCBS - United HealthCare	16%	8%	12%	0%	10%
TX Overall Average	18%	11%	10%	2%	5%
Weighted NCI-AD Average	12%	12%	8%	4%	10%

Table 69C. Reasons does not like where they live (if does not always like where they live) (continued)

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Wants More Privacy	Wants to be Closer to Family or Friends	Feels Isolated from Community or Feels Lonely	Affordability or Cost of Housing	Other
STAR+PLUS HCBS - Amerigroup	4%	6%	8%	12%	23%
STAR+PLUS HCBS - Molina	10%	8%	4%	2%	33%
STAR+PLUS HCBS - Superior	10%	7%	10%	5%	15%
STAR+PLUS HCBS - United HealthCare	0%	8%	4%	4%	32%
TX Overall Average	7%	7%	6%	5%	26%
Weighted NCI-AD Average	10%	7%	6%	6%	29%

Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
STAR+PLUS HCBS - Amerigroup	34%	5%	62%	313
STAR+PLUS HCBS - Molina	29%	3%	68%	320
STAR+PLUS HCBS - Superior	27%	6%	67%	318
STAR+PLUS HCBS - United HealthCare	27%	10%	64%	313
TX Overall Average	29%	5%	66%	1264
Weighted NCI-AD Average	30%	9%	62%	15997

Table 71. Where person would prefer to live (if wants to live somewhere else)*Proxy respondents were allowed for this question.*

Program	Different Kind of Home	Live Independently	With or Closer to Family	In a Different Neighborhood	A Different Type of Geography or Climate	Other
STAR+PLUS HCBS - Amerigroup	39%	18%	10%	17%	9%	33%
STAR+PLUS HCBS - Molina	43%	22%	11%	20%	14%	14%
STAR+PLUS HCBS - Superior	41%	13%	11%	24%	11%	25%
STAR+PLUS HCBS - United HealthCare	36%	13%	15%	24%	13%	24%
TX Overall Average	40%	17%	11%	21%	12%	23%
Weighted NCI-AD Average	36%	18%	13%	24%	25%	17%

Table 72. People who are paid to help them do things the way they want them done

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
STAR+PLUS HCBS - Amerigroup	87%	9%	4%	186
STAR+PLUS HCBS - Molina	91%	7%	2%	195
STAR+PLUS HCBS - Superior	92%	7%	2%	238
STAR+PLUS HCBS - United HealthCare	92%	7%	1%	170
TX Overall Average	91%	7%	2%	789
Weighted NCI-AD Average	86%	12%	2%	9285

Table 73. Usually likes how they spend their time during the day

Program	Yes, Always, or Almost Always	Sometimes	No, Never or Rarely	N
STAR+PLUS HCBS - Amerigroup	65%	26%	9%	316
STAR+PLUS HCBS - Molina	69%	21%	10%	319
STAR+PLUS HCBS - Superior	58%	31%	11%	314
STAR+PLUS HCBS - United HealthCare	62%	31%	7%	310
TX Overall Average	63%	27%	10%	1259
Weighted NCI-AD Average	63%	27%	10%	15507

Technology

Table 74. Has access to the internet*Proxy respondents were allowed for this question*

Program	Yes	Sometimes	No	N
STAR+PLUS HCBS - Amerigroup	69%	0%	31%	365
STAR+PLUS HCBS - Molina	68%	0%	32%	373
STAR+PLUS HCBS - Superior	70%	1%	30%	375
STAR+PLUS HCBS - United HealthCare	83%	0%	17%	371
TX Overall Average	71%	0%	28%	1484
Weighted NCI-AD Average	75%	2%	23%	19930

Table 75. Frequency with which people use the internet*Proxy respondents were allowed for this question.*

Program	Daily	Several Times a Week	Several Times a Month	Several Times a Year	Don't Use It at All	N
STAR+PLUS HCBS - Amerigroup	65%	11%	2%	1%	20%	247
STAR+PLUS HCBS - Molina	63%	9%	6%	2%	20%	254
STAR+PLUS HCBS - Superior	62%	7%	5%	0%	26%	260
STAR+PLUS HCBS - United HealthCare	65%	6%	4%	1%	25%	306
TX Overall Average	63%	8%	4%	1%	23%	1067
Weighted NCI-AD Average	65%	11%	5%	2%	17%	14951

Table 76. Always has a stable internet connection*Proxy respondents were allowed for this question.*

Program	Always Works	Sometimes Works	Rarely or Never Works	N
STAR+PLUS HCBS - Amerigroup	81%	17%	2%	236
STAR+PLUS HCBS - Molina	78%	19%	3%	242
STAR+PLUS HCBS - Superior	84%	15%	1%	257
STAR+PLUS HCBS - United HealthCare	89%	10%	1%	292
TX Overall Average	83%	16%	2%	1027
Weighted NCI-AD Average	85%	13%	2%	13661

Table 77. Has talked to health professionals using video conference/telehealth*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	56%	44%	363
STAR+PLUS HCBS - Molina	53%	47%	371
STAR+PLUS HCBS - Superior	52%	48%	374
STAR+PLUS HCBS - United HealthCare	68%	32%	373
TX Overall Average	56%	44%	1481
Weighted NCI-AD Average	43%	57%	19520

Table 78. Liked talking to health care providers using telehealth

Program	Yes, Completely	Yes, In Part	No	N
STAR+PLUS HCBS - Amerigroup	62%	15%	23%	178
STAR+PLUS HCBS - Molina	64%	15%	21%	174
STAR+PLUS HCBS - Superior	72%	12%	16%	170
STAR+PLUS HCBS - United HealthCare	59%	19%	22%	205
TX Overall Average	65%	15%	20%	727
Weighted NCI-AD Average	61%	22%	17%	6560

Access to Needed Equipment

Table 79. Needs grab bars in the bathroom or elsewhere in their home*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	20%	9%	49%	22%	365
STAR+PLUS HCBS - Molina	20%	5%	57%	18%	372
STAR+PLUS HCBS - Superior	19%	5%	62%	13%	374
STAR+PLUS HCBS - United HealthCare	13%	7%	54%	26%	374
TX Overall Average	19%	6%	57%	19%	1485
Weighted NCI-AD Average	11%	4%	59%	25%	20407

Table 80. Needs other bathroom modifications*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	14%	5%	23%	58%	363
STAR+PLUS HCBS - Molina	19%	6%	31%	44%	369
STAR+PLUS HCBS - Superior	17%	4%	34%	45%	371
STAR+PLUS HCBS - United HealthCare	12%	2%	18%	67%	372
TX Overall Average	16%	4%	28%	51%	1475
Weighted NCI-AD Average	11%	3%	27%	59%	19790

Table 81. Needs a shower chair*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	11%	13%	58%	18%	362
STAR+PLUS HCBS - Molina	15%	9%	61%	15%	371
STAR+PLUS HCBS - Superior	12%	12%	63%	13%	374
STAR+PLUS HCBS - United HealthCare	4%	13%	64%	19%	371
TX Overall Average	11%	11%	62%	16%	1478
Weighted NCI-AD Average	7%	5%	59%	28%	20332

Table 82. Needs a specialized bed*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	9%	8%	18%	65%	363
STAR+PLUS HCBS - Molina	17%	4%	17%	62%	366
STAR+PLUS HCBS - Superior	16%	6%	21%	57%	370
STAR+PLUS HCBS - United HealthCare	10%	9%	29%	52%	370
TX Overall Average	14%	6%	20%	59%	1469
Weighted NCI-AD Average	8%	4%	24%	64%	20302

Table 83. Need for a ramp (either inside or outside of their residence)*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	9%	6%	23%	62%	364
STAR+PLUS HCBS - Molina	17%	4%	25%	55%	371
STAR+PLUS HCBS - Superior	11%	5%	30%	54%	371
STAR+PLUS HCBS - United HealthCare	8%	9%	33%	50%	374
TX Overall Average	12%	6%	27%	55%	1480
Weighted NCI-AD Average	6%	3%	27%	63%	20290

Table 84. Needs other home modifications that does not have*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	11%	4%	2%	82%	313
STAR+PLUS HCBS - Molina	12%	1%	2%	84%	283
STAR+PLUS HCBS - Superior	14%	2%	0%	84%	370
STAR+PLUS HCBS - United HealthCare	9%	2%	4%	85%	370
TX Overall Average	12%	2%	2%	84%	1336
Weighted NCI-AD Average	7%	2%	8%	83%	13206

Table 85. Needs a wheelchair*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	7%	14%	33%	46%	365
STAR+PLUS HCBS - Molina	16%	11%	29%	44%	370
STAR+PLUS HCBS - Superior	12%	12%	35%	41%	373
STAR+PLUS HCBS - United HealthCare	6%	17%	39%	39%	374
TX Overall Average	11%	13%	33%	43%	1482
Weighted NCI-AD Average	5%	6%	30%	59%	20297

Table 86. Needs a scooter*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	19%	4%	5%	72%	362
STAR+PLUS HCBS - Molina	19%	2%	6%	74%	369
STAR+PLUS HCBS - Superior	12%	3%	7%	78%	370
STAR+PLUS HCBS - United HealthCare	15%	5%	9%	72%	370
TX Overall Average	16%	3%	7%	74%	1471
Weighted NCI-AD Average	9%	2%	6%	83%	20129

Table 87. Needs a walker*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	5%	9%	42%	44%	365
STAR+PLUS HCBS - Molina	9%	8%	45%	38%	371
STAR+PLUS HCBS - Superior	7%	9%	51%	33%	371
STAR+PLUS HCBS - United HealthCare	3%	11%	46%	40%	373
TX Overall Average	7%	9%	46%	38%	1480
Weighted NCI-AD Average	3%	5%	45%	47%	20266

Table 88. Needs hearing aids*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	10%	4%	6%	80%	364
STAR+PLUS HCBS - Molina	16%	5%	5%	73%	366
STAR+PLUS HCBS - Superior	13%	2%	8%	78%	366
STAR+PLUS HCBS - United HealthCare	6%	5%	9%	81%	370
TX Overall Average	12%	4%	7%	77%	1466
Weighted NCI-AD Average	7%	3%	10%	80%	20096

Table 89. Needs glasses*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	8%	30%	37%	25%	359
STAR+PLUS HCBS - Molina	8%	22%	47%	23%	369
STAR+PLUS HCBS - Superior	8%	24%	44%	24%	368
STAR+PLUS HCBS - United HealthCare	3%	28%	37%	32%	372
TX Overall Average	7%	25%	42%	25%	1468
Weighted NCI-AD Average	4%	18%	55%	23%	20154

Table 90. Needs personal emergency response system (PERS)*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	14%	6%	42%	38%	360
STAR+PLUS HCBS - Molina	12%	4%	43%	41%	371
STAR+PLUS HCBS - Superior	11%	4%	54%	31%	370
STAR+PLUS HCBS - United HealthCare	9%	6%	52%	33%	371
TX Overall Average	12%	4%	48%	36%	1472
Weighted NCI-AD Average	11%	3%	40%	46%	20058

Table 91. Needs an oxygen machine*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	4%	3%	15%	79%	358
STAR+PLUS HCBS - Molina	6%	2%	15%	77%	370
STAR+PLUS HCBS - Superior	5%	1%	16%	78%	372
STAR+PLUS HCBS - United HealthCare	3%	4%	15%	78%	371
TX Overall Average	5%	2%	15%	78%	1471
Weighted NCI-AD Average	1%	1%	13%	85%	20122

Table 92. Needs other assistive technology equipment but does not have*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	7%	1%	4%	88%	308
STAR+PLUS HCBS - Molina	3%	0%	6%	91%	280
STAR+PLUS HCBS - Superior	5%	1%	3%	92%	372
STAR+PLUS HCBS - United HealthCare	4%	1%	5%	90%	369
TX Overall Average	4%	1%	4%	91%	1329
Weighted NCI-AD Average	3%	2%	14%	81%	13670

Table 93. Needs other equipment but does not have*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
STAR+PLUS HCBS - Amerigroup	10%	4%	7%	79%	320
STAR+PLUS HCBS - Molina	14%	3%	10%	73%	304
STAR+PLUS HCBS - Superior	10%	2%	6%	83%	373
STAR+PLUS HCBS - United HealthCare	8%	1%	2%	89%	369
TX Overall Average	11%	3%	6%	80%	1366
Weighted NCI-AD Average	5%	3%	22%	70%	13714

Medications

Table 94. Knows what prescription medications are for

Program	Yes	Maybe, Not Sure	No	N
STAR+PLUS HCBS - Amerigroup	79%	11%	10%	317
STAR+PLUS HCBS - Molina	74%	11%	16%	319
STAR+PLUS HCBS - Superior	74%	11%	15%	313
STAR+PLUS HCBS - United HealthCare	75%	12%	13%	313
TX Overall Average	75%	11%	14%	1262
Weighted NCI-AD Average	87%	8%	5%	14971

Table 95. Takes medication to help feel less sad or depressed*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	50%	50%	362
STAR+PLUS HCBS - Molina	45%	55%	365
STAR+PLUS HCBS - Superior	50%	50%	367
STAR+PLUS HCBS - United HealthCare	52%	48%	368
TX Overall Average	48%	52%	1462
Weighted NCI-AD Average	44%	56%	19144

Health care

Table 96. Has access to mental health services if they want them

Program	Yes, Always	Usually	No, Only Sometimes or Rarely	N
STAR+PLUS HCBS - Amerigroup	83%	1%	16%	282
STAR+PLUS HCBS - Molina	76%	0%	24%	290
STAR+PLUS HCBS - Superior	75%	2%	22%	293
STAR+PLUS HCBS - United HealthCare	88%	2%	10%	289
TX Overall Average	79%	1%	20%	1154
Weighted NCI-AD Average	89%	2%	10%	14131

Table 97. Can get an appointment to see or talk to their primary care doctor when they need to*Proxy respondents were allowed for this question.*

Program	Yes, Always	Usually	No, Only Sometimes or Rarely	N
STAR+PLUS HCBS - Amerigroup	84%	4%	11%	358
STAR+PLUS HCBS - Molina	85%	7%	8%	370
STAR+PLUS HCBS - Superior	72%	10%	18%	367
STAR+PLUS HCBS - United HealthCare	88%	9%	3%	365
TX Overall Average	81%	8%	11%	1460
Weighted NCI-AD Average	83%	11%	7%	19497

Table 98. Went to the emergency room for any reason in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	49%	51%	362
STAR+PLUS HCBS - Molina	45%	55%	372
STAR+PLUS HCBS - Superior	47%	53%	373
STAR+PLUS HCBS - United HealthCare	48%	52%	372
TX Overall Average	47%	53%	1479
Weighted NCI-AD Average	43%	57%	19717

Table 99. Has gone to the emergency room in the past 12 months due to falling or losing balance*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	23%	77%	177
STAR+PLUS HCBS - Molina	26%	74%	167
STAR+PLUS HCBS - Superior	27%	73%	174
STAR+PLUS HCBS - United HealthCare	31%	69%	176
TX Overall Average	27%	73%	694
Weighted NCI-AD Average	26%	74%	8702

Table 100. Has gone to the emergency room in the past 12 months due to tooth or mouth pain*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	2%	98%	178
STAR+PLUS HCBS - Molina	4%	96%	169
STAR+PLUS HCBS - Superior	3%	97%	172
STAR+PLUS HCBS - United HealthCare	2%	98%	175
TX Overall Average	3%	97%	694
Weighted NCI-AD Average	3%	97%	8675

Table 101. Has gone to the emergency room in the past 12 months due to not being able to see their primary care physician*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	14%	86%	176
STAR+PLUS HCBS - Molina	8%	92%	167
STAR+PLUS HCBS - Superior	15%	85%	172
STAR+PLUS HCBS - United HealthCare	10%	90%	175
TX Overall Average	12%	88%	690
Weighted NCI-AD Average	11%	89%	8647

Table 102. Had a physical exam or wellness visit in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	74%	26%	361
STAR+PLUS HCBS - Molina	81%	19%	362
STAR+PLUS HCBS - Superior	89%	11%	366
STAR+PLUS HCBS - United HealthCare	86%	14%	364
TX Overall Average	83%	17%	1453
Weighted NCI-AD Average	83%	17%	19364

Table 103. Had a hearing exam in the past 4 years*Proxy respondents were allowed for this question.*

Program	5 Years Ago or More	3-4 Years Ago	1-2 Years Ago	Past Year	Has Not Had One	N
STAR+PLUS HCBS - Amerigroup	34%	13%	14%	13%	26%	337
STAR+PLUS HCBS - Molina	28%	10%	12%	19%	31%	344
STAR+PLUS HCBS - Superior	28%	9%	14%	17%	32%	351
STAR+PLUS HCBS - United HealthCare	40%	10%	13%	14%	23%	357
TX Overall Average	31%	10%	13%	16%	29%	1389
Weighted NCI-AD Average	25%	9%	17%	19%	30%	14960

Table 104. Had a vision exam in the past year*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	50%	50%	367
STAR+PLUS HCBS - Molina	56%	44%	370
STAR+PLUS HCBS - Superior	61%	39%	372
STAR+PLUS HCBS - United HealthCare	51%	49%	366
TX Overall Average	56%	44%	1475
Weighted NCI-AD Average	58%	42%	19308

Table 105. Had a dental visit in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	51%	49%	363
STAR+PLUS HCBS - Molina	43%	57%	373
STAR+PLUS HCBS - Superior	55%	45%	373
STAR+PLUS HCBS - United HealthCare	46%	54%	365
TX Overall Average	49%	51%	1474
Weighted NCI-AD Average	46%	54%	18881

Table 106. Had a flu shot in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	60%	40%	361
STAR+PLUS HCBS - Molina	59%	41%	367
STAR+PLUS HCBS - Superior	68%	32%	366
STAR+PLUS HCBS - United HealthCare	65%	35%	370
TX Overall Average	63%	37%	1464
Weighted NCI-AD Average	65%	35%	19237

Table 107. Received the COVID-19 Vaccine*Proxy respondents were allowed for this question.*

Program	Fully Vaccinated and Received at Least One Booster	Fully Vaccinated, but Not Received a Booster	Partially Vaccinated	Not Vaccinated at All	N
STAR+PLUS HCBS - Amerigroup	60%	18%	4%	19%	359
STAR+PLUS HCBS - Molina	60%	19%	3%	18%	370
STAR+PLUS HCBS - Superior	55%	20%	4%	20%	371
STAR+PLUS HCBS - United HealthCare	56%	19%	4%	22%	372
TX Overall Average	58%	19%	4%	20%	1472
Weighted NCI-AD Average	62%	13%	4%	21%	19331

Table 108. Has access to healthy foods when they want them*Proxy respondents were allowed for this question.*

Program	Yes, Often	Sometimes	No	N
STAR+PLUS HCBS - Amerigroup	85%	10%	5%	356
STAR+PLUS HCBS - Molina	86%	10%	5%	368
STAR+PLUS HCBS - Superior	86%	10%	3%	374
STAR+PLUS HCBS - United HealthCare	91%	6%	4%	360
TX Overall Average	87%	9%	4%	1458
Weighted NCI-AD Average	86%	9%	5%	19981

Table 109. Overall Health*Proxy respondents were allowed for this question.*

Program	Excellent	Very Good	Good	Fair	Poor	N
STAR+PLUS HCBS - Amerigroup	5%	8%	28%	35%	23%	358
STAR+PLUS HCBS - Molina	7%	7%	24%	40%	22%	372
STAR+PLUS HCBS - Superior	3%	5%	25%	41%	26%	372
STAR+PLUS HCBS - United HealthCare	5%	11%	27%	42%	15%	371
TX Overall Average	5%	7%	26%	40%	22%	1473
Weighted NCI-AD Average	3%	11%	31%	39%	17%	20003

Table 110. Health compared to 12 months ago*Proxy respondents were allowed for this question.*

Program	Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse	N
STAR+PLUS HCBS - Amerigroup	10%	18%	42%	18%	12%	364
STAR+PLUS HCBS - Molina	11%	13%	37%	24%	16%	371
STAR+PLUS HCBS - Superior	6%	12%	40%	28%	13%	373
STAR+PLUS HCBS - United HealthCare	10%	16%	46%	21%	8%	371
TX Overall Average	9%	14%	40%	24%	13%	1479
Weighted NCI-AD Average	7%	15%	48%	23%	7%	19996

Table 111. In the past 12 months, forgets things more often than before*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	56%	44%	356
STAR+PLUS HCBS - Molina	57%	43%	360
STAR+PLUS HCBS - Superior	59%	41%	361
STAR+PLUS HCBS - United HealthCare	49%	51%	350
TX Overall Average	56%	44%	1427
Weighted NCI-AD Average	48%	52%	19463

Table 112. Has discussed forgetting things with a doctor or a nurse (if they have been forgetting things more often in the past 12 months)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	58%	42%	196
STAR+PLUS HCBS - Molina	65%	35%	204
STAR+PLUS HCBS - Superior	62%	38%	213
STAR+PLUS HCBS - United HealthCare	63%	37%	170
TX Overall Average	62%	38%	783
Weighted NCI-AD Average	67%	33%	8996

Table 113. Amount of physical activity per week*Proxy respondents were allowed for this question.*

Program	Does Not Exercise	Less Than One hour	One to Two Hours	More Than Two Hours	N
STAR+PLUS HCBS - Amerigroup	23%	29%	25%	23%	358
STAR+PLUS HCBS - Molina	32%	27%	18%	23%	366
STAR+PLUS HCBS - Superior	31%	21%	19%	28%	372
STAR+PLUS HCBS - United HealthCare	31%	31%	20%	19%	372
TX Overall Average	30%	26%	20%	24%	1468
Weighted NCI-AD Average	30%	21%	21%	27%	19701

Table 114. Often feels lonely

Program	Yes, Often	Sometimes	Not Often, Never or Almost Never	N
STAR+PLUS HCBS - Amerigroup	17%	35%	48%	318
STAR+PLUS HCBS - Molina	24%	30%	46%	321
STAR+PLUS HCBS - Superior	22%	38%	40%	316
STAR+PLUS HCBS - United HealthCare	22%	40%	39%	314
TX Overall Average	22%	35%	43%	1269
Weighted NCI-AD Average	21%	31%	48%	15084

Affordability

Table 115. Ever has to skip meals due to financial worries*Proxy respondents were allowed for this question.*

Program	Yes, often	Sometimes	No	N
STAR+PLUS HCBS - Amerigroup	7%	9%	83%	354
STAR+PLUS HCBS - Molina	4%	11%	84%	366
STAR+PLUS HCBS - Superior	3%	11%	86%	372
STAR+PLUS HCBS - United HealthCare	3%	7%	90%	363
TX Overall Average	4%	10%	86%	1455
Weighted NCI-AD Average	5%	8%	87%	19965

Table 116. They or someone else has concerns about falling or being unstable*Proxy respondents were allowed for this question.*

Program	Yes, often	Sometimes	No	N
STAR+PLUS HCBS - Amerigroup	48%	16%	36%	367
STAR+PLUS HCBS - Molina	54%	9%	37%	366
STAR+PLUS HCBS - Superior	50%	19%	31%	376
STAR+PLUS HCBS - United HealthCare	35%	22%	43%	374
TX Overall Average	48%	16%	36%	1483
Weighted NCI-AD Average	37%	16%	47%	20478

Table 117. Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	66%	34%	235
STAR+PLUS HCBS - Molina	66%	34%	231
STAR+PLUS HCBS - Superior	88%	12%	258
STAR+PLUS HCBS - United HealthCare	77%	23%	211
TX Overall Average	75%	25%	935
Weighted NCI-AD Average	81%	19%	11285

Table 118. Able to get to safety quickly in case of an emergency*Proxy respondents were allowed for this question.*

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	82%	18%	339
STAR+PLUS HCBS - Molina	74%	26%	355
STAR+PLUS HCBS - Superior	63%	37%	349
STAR+PLUS HCBS - United HealthCare	83%	17%	347
TX Overall Average	74%	26%	1390
Weighted NCI-AD Average	88%	12%	19346

Table 119. Knows who to talk to if they are mistreated, hurt, disrespected by others

Program	Yes	Maybe, Not Sure	No	N
STAR+PLUS HCBS - Amerigroup	69%	5%	27%	305
STAR+PLUS HCBS - Molina	63%	5%	31%	317
STAR+PLUS HCBS - Superior	62%	8%	30%	317
STAR+PLUS HCBS - United HealthCare	77%	6%	17%	313
TX Overall Average	66%	6%	28%	1252
Weighted NCI-AD Average	81%	4%	15%	15605

Table 120. Are ever worried for the security of their personal belongings

Program	Yes at Least Sometimes	No, Never	N
STAR+PLUS HCBS - Amerigroup	22%	78%	315
STAR+PLUS HCBS - Molina	18%	82%	318
STAR+PLUS HCBS - Superior	21%	79%	318
STAR+PLUS HCBS - United HealthCare	12%	88%	315
TX Overall Average	18%	82%	1266
Weighted NCI-AD Average	14%	86%	15812

Table 121. Someone used or took their money without their permission in the past 12 months

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	5%	95%	315
STAR+PLUS HCBS - Molina	5%	95%	316
STAR+PLUS HCBS - Superior	3%	97%	318
STAR+PLUS HCBS - United HealthCare	6%	94%	316
TX Overall Average	4%	96%	1265
Weighted NCI-AD Average	6%	94%	15768

Table 122. Feels safe around people who are paid to help them

Program	Yes, All Paid Support Workers, Always	No, Not All Workers, or Not Always	N
STAR+PLUS HCBS - Amerigroup	96%	4%	189
STAR+PLUS HCBS - Molina	98%	2%	196
STAR+PLUS HCBS - Superior	98%	2%	238
STAR+PLUS HCBS - United HealthCare	99%	1%	170
TX Overall Average	98%	2%	793
Weighted NCI-AD Average	98%	2%	9305

Rights and Respect

Table 123. Gets information about services in their preferred language (if preferred language is not English)

Proxy respondents were allowed for this question.

Program	Yes, All Information	Some Information	No	N
STAR+PLUS HCBS - Amerigroup	71%	18%	11%	55
STAR+PLUS HCBS - Molina	79%	18%	3%	101
STAR+PLUS HCBS - Superior	86%	14%	0%	78
STAR+PLUS HCBS - United HealthCare	n/a	n/a	n/a	n/a
TX Overall Average	80%	17%	4%	245
Weighted NCI-AD Average	49%	36%	15%	1413

Table note: STAR+PLUS HCBS - United HealthCare had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 124. Services and supports are delivered in a way that is respectful of their culture

Program	Yes	Sometimes, or Some Services	No	N
STAR+PLUS HCBS - Amerigroup	96%	2%	2%	297
STAR+PLUS HCBS - Molina	98%	1%	1%	299
STAR+PLUS HCBS - Superior	98%	1%	1%	311
STAR+PLUS HCBS - United HealthCare	96%	3%	1%	300
TX Overall Average	97%	2%	1%	1207
Weighted NCI-AD Average	95%	3%	2%	13874

Table 125. People who are paid to help them treat them with respect

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
STAR+PLUS HCBS - Amerigroup	93%	4%	3%	185
STAR+PLUS HCBS - Molina	97%	1%	2%	194
STAR+PLUS HCBS - Superior	95%	4%	1%	238
STAR+PLUS HCBS - United HealthCare	96%	3%	1%	170
TX Overall Average	95%	3%	2%	787
Weighted NCI-AD Average	93%	6%	1%	9300

Table 126. Others ask before coming into their home/room (if living in a group setting)

Program	Yes, Always	Usually, but Not Always	Sometimes, Rarely, or Never	N
STAR+PLUS HCBS - Amerigroup	70%	13%	17%	23
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	77%	17%	7%	30
TX Overall Average	69%	12%	19%	77
Weighted NCI-AD Average	75%	16%	9%	2947

Table note: STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 127. Able to lock doors to room (if living in a group setting)

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	91%	9%	22
STAR+PLUS HCBS - Molina	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	84%	16%	31
TX Overall Average	78%	22%	76
Weighted NCI-AD Average	53%	47%	2841

Table note: STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 128. Has enough privacy where lives (if living in a group setting)

Program	Yes, Always	Usually, but Not Always	Sometimes, Rarely, or Never	N
STAR+PLUS HCBS - Amerigroup	87%	4%	9%	23
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	90%	6%	3%	31
TX Overall Average	83%	10%	7%	78
Weighted NCI-AD Average	75%	16%	9%	2944

Table note: STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 129. Can have visitors at any time (if living in a group setting)

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	77%	23%	22
STAR+PLUS HCBS - Molina	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	77%	23%	30
TX Overall Average	85%	15%	74
Weighted NCI-AD Average	81%	19%	2838

Table note: STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 130. Can get something to eat or grab a snack anytime they (if living in a group setting)

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	83%	17%	23
STAR+PLUS HCBS - Molina	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	97%	3%	31
TX Overall Average	87%	13%	77
Weighted NCI-AD Average	87%	13%	2890

Table note: STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Person-Centered Planning (State Optional Module)

Table 131. Very or fully involved in making decisions about what is in the service plan

Program	Very or Fully Involved	Somewhat	Very Little	Not at All	N
STAR+PLUS HCBS - Amerigroup	80%	18%	2%	0%	117
STAR+PLUS HCBS - Molina	82%	14%	2%	2%	121
STAR+PLUS HCBS - Superior	81%	16%	3%	0%	96
STAR+PLUS HCBS - United HealthCare	85%	14%	1%	1%	159
TX Overall Average	82%	15%	2%	1%	493
Weighted NCI-AD Average	84%	14%	2%	1%	5802

Table 132. Remembers their last service planning meeting

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	48%	52%	295
STAR+PLUS HCBS - Molina	56%	44%	292
STAR+PLUS HCBS - Superior	56%	44%	291
STAR+PLUS HCBS - United HealthCare	61%	39%	294
TX Overall Average	55%	45%	1172
Weighted NCI-AD Average	62%	38%	9694

Table 133. Service planning meeting took place at a time that was good for them

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	99%	1%	142
STAR+PLUS HCBS - Molina	99%	1%	162
STAR+PLUS HCBS - Superior	98%	2%	162
STAR+PLUS HCBS - United HealthCare	99%	1%	179
TX Overall Average	99%	1%	645
Weighted NCI-AD Average	99%	1%	6055

Table 134. Service planning meeting took place in a place that was good for them

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	99%	1%	142
STAR+PLUS HCBS - Molina	99%	1%	162
STAR+PLUS HCBS - Superior	99%	1%	162
STAR+PLUS HCBS - United HealthCare	100%	0%	179
TX Overall Average	99%	1%	645
Weighted NCI-AD Average	99%	1%	6060

Table 135. Service planning meeting included the people they wanted to be there

Program	Yes	Some People	No	N
STAR+PLUS HCBS - Amerigroup	92%	0%	8%	139
STAR+PLUS HCBS - Molina	98%	0%	3%	160
STAR+PLUS HCBS - Superior	94%	2%	4%	163
STAR+PLUS HCBS - United HealthCare	98%	1%	1%	177
TX Overall Average	96%	1%	4%	639
Weighted NCI-AD Average	96%	1%	3%	6010

Table 136. People at the service planning meeting listened to needs and preferences

Program	Completely	Mostly	Somewhat	Very Little	Not at All	N
STAR+PLUS HCBS - Amerigroup	80%	11%	5%	3%	1%	140
STAR+PLUS HCBS - Molina	71%	18%	6%	4%	1%	161
STAR+PLUS HCBS - Superior	70%	25%	4%	0%	1%	162
STAR+PLUS HCBS - United HealthCare	78%	17%	4%	0%	0%	178
TX Overall Average	74%	19%	5%	2%	1%	641
Weighted NCI-AD Average	77%	16%	5%	2%	1%	6045

Table 137. Received a copy of the service plan after the service planning meeting

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	87%	13%	94
STAR+PLUS HCBS - Molina	86%	14%	102
STAR+PLUS HCBS - Superior	82%	18%	85
STAR+PLUS HCBS - United HealthCare	86%	14%	141
TX Overall Average	85%	15%	422
Weighted NCI-AD Average	91%	9%	4642

Table 138. Current service plan reflects what was talked about at the service plan meeting

Program	Yes, Completely	Yes, In Part	No	N
STAR+PLUS HCBS - Amerigroup	89%	10%	1%	98
STAR+PLUS HCBS - Molina	90%	5%	4%	94
STAR+PLUS HCBS - Superior	91%	6%	2%	82
STAR+PLUS HCBS - United HealthCare	90%	8%	2%	134
TX Overall Average	90%	7%	3%	408
Weighted NCI-AD Average	90%	8%	2%	4658

Table 139. Choices and preferences are reflected in current service plan

Program	Yes, All/Completely	Yes, Some/In Part	No	N
STAR+PLUS HCBS - Amerigroup	82%	17%	1%	115
STAR+PLUS HCBS - Molina	89%	8%	3%	113
STAR+PLUS HCBS - Superior	92%	6%	2%	90
STAR+PLUS HCBS - United HealthCare	85%	13%	1%	149
TX Overall Average	88%	11%	2%	467
Weighted NCI-AD Average	87%	11%	2%	5594

Self-Direction

Note: all but one item in this section- ‘Uses self-directed supports option’ (Table 140) is part of a state option module.

Table 140. Uses self-directed supports option

Information may only come from existing records; this differs from previous years as those indicated as “Don’t Know” are not included in the reporting of the measure.

Program	Yes	No	N
STAR+PLUS HCBS - Amerigroup	5%	95%	368
STAR+PLUS HCBS - Molina	3%	97%	373
STAR+PLUS HCBS - Superior	2%	98%	377
STAR+PLUS HCBS - United HealthCare	8%	92%	373
TX Overall Average	4%	96%	1491
Weighted NCI-AD Average	30%	70%	16483

Table 141. Makes decisions about services that are self directed

Proxy respondents were allowed for this question.

Program	Decisions About What Services Are Received Are Made by a Case Manager or Another Professional Employed by the State	Family or Friend Makes Decision, Person Does Not Have Input	Person Has Input, and Family or Friend Helps	Person Mostly Makes Decisions	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	4%	12%	19%	65%	26
TX Overall Average	6%	7%	20%	67%	52
Weighted NCI-AD Average	2%	9%	25%	64%	1787

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 142. Has enough help deciding how to direct services, like making decisions about how and when services are received

Proxy respondents were allowed for this question.

Program	Yes	Sometimes	No	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	96%	4%	0%	23
TX Overall Average	95%	5%	0%	40
Weighted NCI-AD Average	93%	2%	5%	1354

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 143. Can make changes to the services and supports you self-direct if needed

Proxy respondents were allowed for this question.

Program	Yes	In-Between	No	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	87%	13%	0%	23
TX Overall Average	91%	9%	0%	39
Weighted NCI-AD Average	94%	4%	3%	1341

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 144. Has the amount of control wanted with the services that are self-directed

Proxy respondents were allowed for this question.

Program	Yes	In-Between	No	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	86%	9%	5%	22
TX Overall Average	87%	7%	6%	39
Weighted NCI-AD Average	91%	5%	4%	1359

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 145. Services and supports wanted to self direct are always available

Proxy respondents were allowed for this question.

Program	Yes	Sometimes	No	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	91%	4%	4%	23
TX Overall Average	83%	15%	2%	38
Weighted NCI-AD Average	84%	9%	7%	1335

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 146. Gets information about budget and services from the financial management service (FMS)

Proxy respondents were allowed for this question.

Program	Yes	Maybe, Not Sure	No	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	n/a	n/a	n/a	n/a
TX Overall Average	64%	23%	13%	35
Weighted NCI-AD Average	48%	13%	39%	1230

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior, STAR+PLUS HCBS - United HealthCare had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 147. Information received from the FMS is easy to understand

Proxy respondents were allowed for this question.

Program	Yes, Easy to Understand on Own	Some Information is Easy to Understand or Understands With Help From Others	No, Not Easy to Understand and Does Not Get Help to Understand	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	n/a	n/a	n/a	n/a
TX Overall Average	92%	8%	0%	23
Weighted NCI-AD Average	80%	17%	2%	697

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior, STAR+PLUS HCBS - United HealthCare had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 148. Frequency of receiving information about budget and services from FMS

Proxy respondents were allowed for this question.

Program	At Least Every Three Months	About Twice a Year	Once a Year or Less	N
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	n/a	n/a	n/a	n/a
TX Overall Average	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	67%	17%	16%	619

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior, STAR+PLUS HCBS - United HealthCare, TX Overall Average had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.

Table 149. Parts of self-direction need help with

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Help With Planning Out Service Needs and Setting up a Schedule for Staff	Help With Getting Staff Paid	Help Finding or Keeping the Staff You Want	Help Training Staff	Help Managing Benefits for Staff	Help Understanding Information You Get From the FMS	More Information About What Services and Supports You Can Get	Other	Does Not Need Help With Any of These Things
STAR+PLUS HCBS - Amerigroup	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Molina	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - Superior	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
STAR+PLUS HCBS - United HealthCare	5%	9%	5%	0%	45%	14%	18%	0%	14%
TX Overall Average	5%	4%	2%	0%	33%	17%	20%	0%	37%
Weighted NCI-AD Average	5%	5%	5%	2%	3%	8%	18%	2%	71%

Table note: STAR+PLUS HCBS - Amerigroup, STAR+PLUS HCBS - Molina, STAR+PLUS HCBS - Superior, STAR+PLUS HCBS - United HealthCare, TX Overall Average had an N of less than 20, so their data is reported as n/a. They are included in the TX Overall Average and Weighted NCI-AD Average.