

MOLINA HEALTHCARE OF WASHINGTON, INC.
2008 CAHPS RESULTS

	Rate	NCQA Percentile
Customer Service	76.43%	25 th
Getting Care Quickly	83.19%	75 th
Geeting Needed Care	72.66%	50 th
How Well Drs. Communicate	87.92%	75 th
Rating of Doctor	75.68%	75 th
Rating of Health Care	66.95%	75 th
Rating of Health Plan	65.61%	25 th
Rating of Specialist	78.87%	90 th
Not NCQA Accreditation Measures		
Shared Decision Making	62.80%	
Health Promotion & Education	54.20%	
Coordination of Care	71.00%	