

2010 Molina Healthcare (MHC) CAHPS Composites	MHC 2009	MHC 2010	NCQA 2010 Medicaid Average
Getting Needed Care	65.1%	59.3%	75.5%
Getting Care Quickly	73.20%	71.5%	80.1%
Customer Service	79.62%	80.7%	79.7%
How Well Doctors Communicate	82.1%	80.0%	87.2%
Shared Decision Making	54.19%	51.7%	58.2%
Rating of Health Care	63.6%	61.7%	68.2%
Rating of Personal Doctor	69.5%	65.1%	76.2%
Rating of Specialist Seen Most Often	75.8%	75.4%	76.0%
Rating of Health Plan	69.1%	66.0%	72.7%
Advising Smokers to Quit	53.1%	59.1%	NA