



Your Extended Family

Molina Healthcare of Washington

Medicare CAHPS® Annual Results: 2016 – 2018

Molina’s scores for the past three years are below. You can see how Molina performs compared to our target goal.

Measure/Data Element: CAHPS 5.0	2016	2017	2018	2018 Goal
Getting Care Quickly	74%	76%	77%	79%
Getting Needed Care	77%	79%	79%	84%
Coordination of Care	85%	85%	86%	86%
Customer Service	86%	88%	89%	91%
Rating of Health Plan	81%	81%	82%	86%
Rating of All Health Care	83%	82%	83%	87%
Getting Needed Prescription Drugs	88%	87%	89%	90%
Rating of Drug Plan	81%	83%	84%	85%
Annual Flu Vaccine	67%	68%	68%	75%

For STAR ratings, please visit [Medicare Plan Finder](https://www.cms.gov/medicare/prescription-drug-coverage/prescriptiondrugcovgenin/performance.html) or <https://www.cms.gov/medicare/prescription-drug-coverage/prescriptiondrugcovgenin/performance.html>

Molina Medicare Options Plus HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Options Plus depends on contract renewal.

Molina Medicare Choice HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Choice depends on contract renewal.

Molina Medicare Options HMO is a Health Plan with a Medicare Contract. Enrollment in Molina Medicare Options depends on contract renewal.

This information is available in other formats, such as Braille, large print, and audio.

Other Providers are Available in Our Network.

Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.