Molina Healthcare of Wisconsin, Inc.

CAHPS Annual Results: 2014-2016

| **Measure/Data Element: CAHPS 5.0** | **2015** | **2016** | **National Average** |
|---|---|---|---|
| Getting Care Quickly | 84.28% | 84.88% | 92.30% |
| Getting Needed Care | 80.29% | 76.43% | 87.83% |
| Customer Service | 75.34% | 85.16% | 89.43% |
| Rating of Health Plan | 74.72% | 76.79% | 87.05% |
| Rating of All Health Care | 81.16% | 81.51% | 87.02% |
| Rating of Personal Doctor | 88.21% | 87.23% | 89.66% |
| Rating of Specialist Seen Most Often | 91.90% | 88.84% | 87.27% |