

**MOLINA HEALTHCARE OF WASHINGTON, INC.  
2010 CAHPS RESULTS  
MEDICAID - FINAL SCORES**

<b>Rating Question/Composite</b>	<b>2010 CAHPS</b>	<b>2010 Accreditation Percentile</b>
Rating of Health Plan *	2.20	<25
Rating of Health Care *	2.22	50
Rating of Personal Doctor	2.38	50
Rating of Specialist	2.38	50
Customer Service *	2.36	50
How Well Doctors Communicate	2.55	50
Getting Needed Care	2.12	25
Getting Care Quickly	2.35	50

\* denotes rating/composite with 2010 scoring change point scale