

CAHPS® Results

Medicaid Adult CAHPS® Annual Results.

Molina’s scores for the past two years are below. You can see how Molina performs compared to the NCQA 66.67th percentile Quality Compass Benchmark.

The CAHPS reporting year is the year after the data was collected. For example, “2024 Rate” includes data from January to December 2023 and “2025 Rate” includes data from January to December 2024.

Measure	2024 Rate	2025 Rate	Goal
Rating of All Health Care		NA	59.62
Rating of Personal Doctor		NA	72.83
Rating of Specialist Seen Most Often		NA	70.00
Rating of Health Plan		63.89	64.32
Coordination of Care		NA	87.50
Getting Care Quickly		NA	84.25
Getting Needed Care		NA	84.48
How Well Doctors Communicate		NA	94.30
Customer Service		NA	90.50

NA = Not Available Due to Small Denominator