

Molina Healthcare of Florida, Inc.

Medicaid Adult CAHPS® Annual Results: 2013-2015

Measure/Data Element: CAHPS 5.0	2013	2014	2015	National 75th Percentile
Getting Care Quickly	79.02%	81.98%	79.50%	83.75%
Getting Needed Care	80.43%	78.37%	79.55%	84.27%
Customer Service	89.53%	85.06%	88.70%	88.64%
Rating of Health Plan	67.54%	69.39%	72.39%	78.77%
Rating of All Health Care	71.00%	72.14%	72.59%	74.06%
Rating of Personal Doctor	79.85%	77.78%	82.92%	80.97%
Rating of Specialist Seen Most Often	84.51%	80.69%	87.76%	82.47%