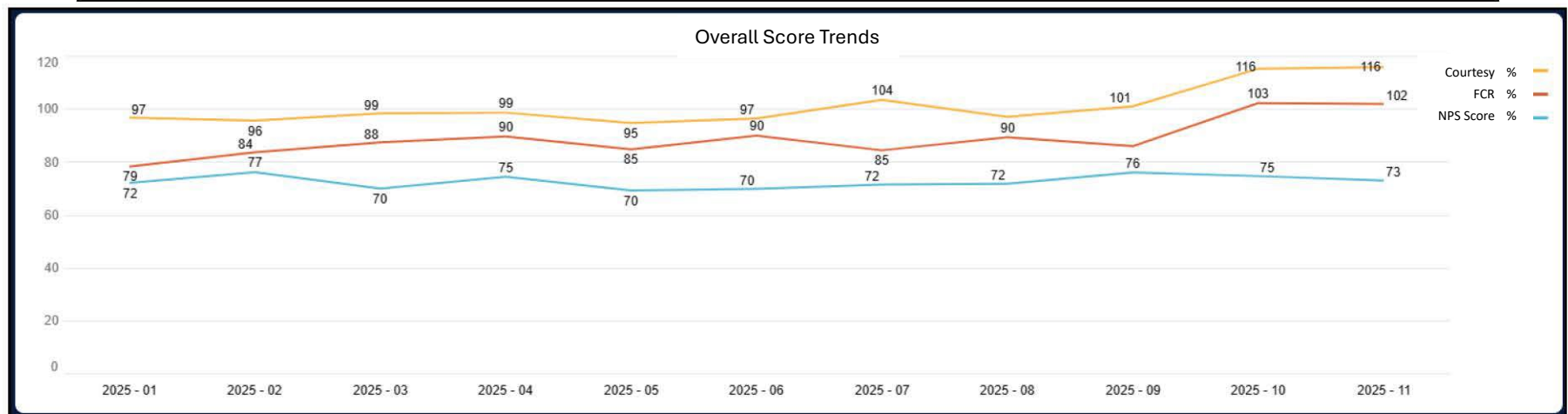


Molina Healthcare

Net Promoter Survey (NPS)

2025 Member Survey Results

Question	2022 Average N=45	2023 Average N=144	2024 Average N=121	2025 Average N=142
1. How likely are you to recommend Molina Healthcare to a friend or family member? Scale of 0-10 (Not likely at all – Extremely likely)	NPS= 62%	NPS= 61%	NPS= 69%	NPS= 73%
2. Did we resolve the reason for your call today?	Yes= 79%	Yes= 84%	Yes= 85%	Yes= 89%
3. Did our Molina representative treat you with courtesy and respect during the call?	Yes= 96%	Yes= 97%	Yes= 94%	Yes= 100%



Positive Trending Areas	Areas Needing Improvement
1. Demographic Change	1. Eligibility/Enrollment
2. PCP Change	2. Authorization/Referral
3. Redetermination	3. Transportation