

Molina Healthcare Net Promoter Survey (NPS)

2023 Member Survey Results

Question

2022
Average
N=45

2023
Average
N=144

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%

2. Did we resolve the reason for your call today?

Yes=
79%

Yes=
84%

3. Did our Molina representative treat you with courtesy and respect during the call?

Yes =
96%

Yes=
97%



Positive Trending Areas

1. Demographic Change
2. PCP Change
3. Redetermination

Areas Needing Improvement

1. Eligibility/Enrollment
2. Authorization/Referral
3. Transportation