



Your Extended Family.

Molina Healthcare of California

Marketplace QHP® Annual Results: 2016-2018

Molina’s scores for the past three years are below. You can see how Molina performs compared to our target goal.

Measure/Data Element:	2016	2017	2018	2018 Goal
Getting Care Quickly	65.8%	65.85%	67.31%	78.43%
Getting Needed Care	65.3%	63.26%	71.4%	78.6%
Customer Service	80.2%	73.47%	73.84%	80.26%
Rating of Health Plan	65.8%	71.83%	68.77%	74.47%
Rating of All Health Care	69.2%	75.29%	74.08%	82.31%
Rating of Personal Doctor	79.0%	84.5%	80.86%	88.38%
Rating of Specialist Seen Most Often	80.2%	83.96%	81.98%	86.85%

*2018 Goal is the CMS average of all Marketplace health plans nationally.