



Molina Healthcare of California, Inc.

Medicaid Child CAHPS® Annual Results: 2017 – 2019

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

<b>Measure/Data Element: CAHPS 5.0H</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2019 Goal</b>
Getting Care Quickly	76.69%	80.17%	80.57%	85.08%
Getting Needed Care	74.04%	79.39%	78.30%	85.47%
Coordination of Care	76.24%	77.97%	79.92%	85.61%
Customer Service	88.02%	87.78%	86.93%	89.98%
Rating of Health Plan	67.82%	65.47%	69.41%	75.64%
Rating of Overall Health Care	60.07%	63.60%	66.29%	74.03%
Rating of Personal Doctor	71.67%	73.99%	73.29%	79.82%
Rating of Specialist Seen Most Often	69.95%	71.58%	71.28%	77.70%