



Molina Healthcare of California

Medicare CAHPS® Annual Results: 2018-2020

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

Measure/Data Element	2018*	2019*	2020*	2020 Goal
Getting Care Quickly	74%	75%	77%	79%
Getting Needed Care	78%	81%	83%	84%
Coordination of Care	81%	82%	84%	87%
Customer Service	88%	89%	90%	91%
Rating of Health Plan	84%	88%	89%	87%
Rating of All Health Care	85%	87%	90%	87%
Getting Needed Prescription Drugs	87%	87%	88%	90%
Rating of Drug Plan	85%	88%	87%	86%
Annual Flu Vaccine	70%	68%	70%	76%

For STAR ratings, please visit <[Medicare Plan Finder](#)> or <<https://www.cms.gov/medicare/prescription-drug-coverage/prescriptiondrugcovgenin/performance.html>>

This information is available in other formats, such as Braille, large print, and audio.

Every year, Medicare evaluates plans based on a 5-star rating system.

**Please note that 2018 and 2019 rates are adjusted by the Centers for Medicare and Medicaid Services. 2020 rates are adjusted by Molina’s survey vendor. Please use caution when comparing data across all three years.*