



## Molina Dual Options Cal MediConnect Medicare-Medicaid Plan

### CAHPS® Annual Results: 2018-2020

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

Measure/Data Element	2018*	2019*	2020*	2020 Goal
Getting Care Quickly	75%	73%	80%	79%
Getting Needed Care	78%	77%	85%	84%
Coordination of Care	82%	83%	87%	87%
Customer Service	89%	90%	91%	91%
Rating of Health Plan	85%	84%	87%	87%
Rating of All Health Care	84%	84%	89%	87%
Getting Needed Prescription Drugs	87%	87%	89%	90%
Rating of Drug Plan	84%	85%	87%	86%
Annual Flu Vaccine	68%	65%	72%	76%

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

Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665-4627, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

*\*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.*