

Molina Healthcare of South Carolina

Medicaid Children with Chronic Conditions (CCC) Consumer Assessment of Healthcare
Providers and Systems (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.

Measure/Data Element: CAHPS 5.0H	2017	2018	2019	2019 Goal
Getting Care Quickly	90.63%	90.06%	93.90%	92.43%
Getting Needed Care	85.63%	88.67%	88.32%	88.01%
Coordination of Care	81.69%	90.00%	82.57%	87.18%
Customer Service	89.20%	91.95%	90.88%	89.98%
Rating of Health Plan	72.91%	76.00%	75.48%	75.64%
Rating of Overall Health Care	71.98%	73.30%	74.92%	74.03%
Rating of Personal Doctor	78.76%	81.68%	80.11%	79.82%
Rating of Specialist Seen Most Often	75.45%	76.70%	NA	77.70%

NA = Not Available Due to Small Denominator
NB = No Benefit
NR = Not Reported

NQ = Not Required
BR = Biased Rate