



Your Extended Family.

Molina Healthcare of Wisconsin, Inc.

Medicaid Child CAHPS® 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: CAHPS 5.0 | 2016 | 2017 | 2018 | 2018 Goal |
|--|-------------|-------------|-------------|------------------|
| Getting Care Quickly | 84.9% | 87.2% | 86.2% | 92.56% |
| Getting Needed Care | 76.4% | 81.1% | 80.3% | 87.94% |
| Coordination of Care | 82.6% | 89.0% | 84.8% | 86.54% |
| Customer Service | 85.2% | 85.8% | 88.0% | 90.58% |
| Rating of Health Plan | 76.8% | 84.1% | 82.6% | 75.70% |
| Rating of Overall Health Care | 81.5% | 86.3% | 84.1% | 72.80% |
| Rating of Personal Doctor | 87.2% | 91.0% | 90.8% | 79.65% |
| Rating of Specialist Seen Most Often | 79.0% | 91.4% | 88.3% | 77.06% |