



Molina Healthcare of Florida

Medicaid Adult 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	84.96%	81.95%	NA	85.08%
Getting Needed Care	84.24%	83.69%	86.10%	85.47%
Coordination of Care	85.11%	NA	NA	86.36%
Rating of Health Plan	74.23%	63.72%	62.15%	64.34%
Rating of Overall Health Care	74.67%	69.62%	67.48%	58.37%
Rating of Personal Doctor	86.42%	75.45%	80.92%	70.55%
Rating of Specialist Seen Most Often	83.97%	89.09%	NA	70.45%
Flu Vaccinations for Adults Ages 18-64	33.47%	29.70%	34.43%	45.41%
Medical Assistance with Smoking and Tobacco Use Cessation - Advising Smokers and Tobacco Users to Quit Rate	82.14%	80.65%	NA	80.20%

NA = Not Available Due to Small Denominator