

Molina Healthcare of Illinois

Molina Dual Options Medicare-Medicaid Plan CAHPS[®] Annual Results: 2016 – 2018

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: CAHPS 5.0	2016	2017	2018	2018 Goal
Getting Care Quickly	75%	78%	80%	79%
Getting Needed Care	82%	83%	84%	84%
Coordination of Care	85%	88%	87%	86%
Customer Service	89%	92%	89%	91%
Rating of Health Plan	84%	85%	83%	86%
Rating of All Health Care	84%	85%	83%	87%
Getting Needed Prescription Drugs	92%	91%	92%	90%
Rating of Drug Plan	85%	87%	86%	85%
Annual Flu Vaccine	55%	60%	60%	75%

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 Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Illinois Medicaid 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 (877) 901-8181, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

[(For materials non-small sized, therefore 8.5x11 paper output)] [<Full Anti-Discrimination Notice and state specific Multi-language insert with TOP 15 languages>]