



Molina Dual Options 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	80%	81%	82%	79%
Getting Needed Care	84%	85%	86%	84%
Coordination of Care	87%	89%	90%	87%
Customer Service	89%	92%	92%	91%
Rating of Health Plan	83%	87%	90%	87%
Rating of All Health Care	83%	88%	90%	87%
Getting Needed Prescription Drugs	92%	92%	92%	90%
Rating of Drug Plan	86%	88%	90%	86%
Annual Flu Vaccine	60%	61%	61%	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 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: 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.*