



Molina Healthcare of Illinois

Medicaid Child 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	83.90%	88.56%	91.30%	92.43%
Getting Needed Care	80.41%	79.56%	85.03%	88.01%
Coordination of Care	84.47%	88.27%	89.36%	87.18%
Rating of Health Plan	66.08%	63.12%	63.51%	75.64%
Rating of Overall Health Care	69.01%	69.21%	74.01%	74.03%
Rating of Personal Doctor	75.58%	78.39%	76.13%	79.82%
Rating of Specialist Seen Most Often	74.17%	74.48%	NA	77.70%

NA = Not Available Due to Small Denominator