



Molina Healthcare of Michigan

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	81.58%	80.05%	82.69%	85.08%
Getting Needed Care	81.40%	82.07%	84.10%	85.47%
Coordination of Care	76.75%	81.52%	NA	86.36%
Rating of Health Plan	55.38%	58.51%	74.25%	64.34%
Rating of Overall Health Care	50.91%	52.94%	62.09%	58.37%
Rating of Personal Doctor	63.70%	62.84%	68.38%	70.55%
Rating of Specialist Seen Most Often	61.59%	65.64%	72.64%	70.45%
Flu Vaccinations for Adults Ages 18-64	36.17%	38.71%	40.44%	45.41%
Medical Assistance with Smoking and Tobacco Use Cessation - Advising Smokers and Tobacco Users to Quit Rate	81.08%	80.00%	77.25%	80.20%

NA = Not Available Due to Small Denominator