



Your Extended Family.

Molina Healthcare of Michigan, Inc.

Medicaid Adult CAHPS® Annual Results: 2016-2018

Molina's scores for the past three years are below. You can see how Molina performs compared to our target goal.

Measure/Data Element: CAHPS 5.0	2016	2017	2018	2018 Goal
Getting Care Quickly	82.55%	82.43%	81.58%	84.76%
Getting Needed Care	80.18%	83.43%	81.40%	85.19%
Coordination of Care	83.55%	82.02%	76.75%	NA
Customer Service	89.35%	89.62%	88.80%	90.03%
Rating of Health Plan	76.70%	78.48%	74.22%	64.27%
Rating of Overall Health Care	75.53%	75.00%	69.16%	58.87%
Rating of Personal Doctor	78.61%	79.40%	76.24%	70.36%
Rating of Specialist Seen Most Often	80.95%	79.36%	78.62%	70.39%