



Molina Healthcare of Michigan

Marketplace QHP® 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:	2016	2017	2018	2018 Goal
Getting Care Quickly	71.6%	74.25%	73.73%	78.43%
Getting Needed Care	72.0%	70.23%	75.28%	78.6%
Customer Service	78.3%	73.65%	75.36%	80.26%
Rating of Health Plan	71.3%	72.04%	66.3%	74.47%
Rating of All Health Care	80.8%	77.39%	80.58%	82.31%
Rating of Personal Doctor	88.2%	85.75%	89.85%	88.38%
Rating of Specialist Seen Most Often	80.7%	81.56%	86.74%	86.85%

*2018 Goal is the CMS average of all Marketplace health plans nationally.