



Your Extended Family

Molina Healthcare of Michigan

Medicare 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	73%	77%	77%	79%
Getting Needed Care	78%	83%	83%	84%
Coordination of Care	85%	85%	86%	86%
Customer Service	88%	91%	91%	91%
Rating of Health Plan	84%	85%	85%	86%
Rating of All Health Care	85%	83%	83%	87%
Getting Needed Prescription Drugs	90%	90%	91%	90%
Rating of Drug Plan	84%	85%	85%	85%
Annual Flu Vaccine	62%	63%	58%	75%

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 Medicare Options Plus HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Options Plus depends on contract renewal.

This information is available in other formats, such as Braille, large print, and audio.

Other Providers are Available in Our Network.

Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.