



Molina Dual Options MI Health Link Medicare-Medicaid Plan

CAHPS® Annual Results: 2018-2020

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

Measure/Data Element	2018*	2019*	2020*	2020 Goal
Getting Care Quickly	79%	77%	78%	79%
Getting Needed Care	84%	83%	84%	84%
Coordination of Care	84%	83%	87%	87%
Customer Service	91%	91%	91%	91%
Rating of Health Plan	88%	88%	89%	87%
Rating of All Health Care	86%	86%	88%	87%
Getting Needed Prescription Drugs	91%	91%	93%	90%
Rating of Drug Plan	88%	88%	90%	86%
Annual Flu Vaccine	57%	61%	62%	76%

**For STAR ratings, please visit** <[Medicare Plan Finder](#)> or <<https://www.cms.gov/medicare/prescription-drug-coverage/prescriptiondrugcovgenin/performance.html>>

Molina Dual Options MI Health Link Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 735-5604, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

*\*Please note that 2018 and 2019 rates are adjusted by the Centers for Medicare and Medicaid Services. 2020 rates are adjusted by Molina’s survey vendor. Please use caution when comparing data across all three years.*