



Molina Healthcare of Michigan

Medicare 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	77%	78%	80%	79%
Getting Needed Care	83%	83%	85%	84%
Coordination of Care	86%	86%	86%	87%
Customer Service	91%	92%	91%	91%
Rating of Health Plan	85%	85%	88%	87%
Rating of All Health Care	83%	84%	86%	87%
Getting Needed Prescription Drugs	91%	91%	92%	90%
Rating of Drug Plan	85%	86%	86%	86%
Annual Flu Vaccine	58%	60%	67%	76%

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

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

Every year, Medicare evaluates plans based on a 5-star rating system.

**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.*