



Molina Healthcare of New Mexico

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	70.4%	71.7%	73.83%	78.43%
Getting Needed Care	68.8%	71.1%	74.58%	78.6%
Customer Service	72.0%	77.6%	78.11%	80.26%
Rating of Health Plan	67.4%	72.8%	72.2%	74.47%
Rating of All Health Care	77.1%	80.8%	79.9%	82.31%
Rating of Personal Doctor	88.5%	86.2%	85.61%	88.38%
Rating of Specialist Seen Most Often	81.1%	82.4%	85.05%	86.85%

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