

Molina Healthcare of Ohio

Molina Dual Options MyCare Ohio (Medicare-Medicaid Plan) CAHPS<sup>®</sup> Annual Results: 2016 – 2018

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

| <b>Measure/Data Element:<br/>CAHPS 5.0</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> | <b>2018 Goal</b> |
|--|-------------|-------------|-------------|------------------|
| Getting Care Quickly                       | 76%         | 79%         | 78%         | 79%              |
| Getting Needed Care                        | 82%         | 83%         | 85%         | 84%              |
| Coordination of Care                       | 87%         | 86%         | 88%         | 86%              |
| Customer Service                           | 87%         | 91%         | 90%         | 91%              |
| Rating of Health Plan                      | 84%         | 86%         | 86%         | 86%              |
| Rating of All Health Care                  | 84%         | 86%         | 86%         | 87%              |
| Getting Needed Prescription Drugs          | 92%         | 90%         | 91%         | 90%              |
| Rating of Drug Plan                        | 84%         | 86%         | 87%         | 85%              |
| Annual Flu Vaccine                         | 61%         | 62%         | 67%         | 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 Dual Options MyCare Ohio Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Ohio 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) 665-4623, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.

[(For materials non-small sized, therefore 8.5x11 paper output)] [<Full Anti-Discrimination Notice and state specific Multi-language insert with TOP 15 languages>]

[(For materials postcards, tri-fold brochures, pamphlets or non-8.5 x 11 papers – OCR/CMS small- sized material)] [Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.]

[ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-665-4623 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-665-4623 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-665-4623（TTY：711）。]