



Molina Healthcare of Ohio

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	82.43%	75.46%	81.96%	78.43%
Getting Needed Care	82.76%	78.54%	81.0%	78.6%
Customer Service	72.19%	75.47%	80.90%	80.26%
Rating of Health Plan	67.44%	69.92%	68.55%	74.47%
Rating of All Health Care	69.3%	79.98%	81.84%	82.31%
Rating of Personal Doctor	89.43%	90.76%	89.41%	88.38%
Rating of Specialist Seen Most Often	86.39%	88.83%	87.96%	86.85%

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