

Molina Dual Options Medicare-Medicaid Plan MMP  
 MMP Consumer Assessment of Healthcare Providers and Systems (CAHPS®)  
 Annual Results: 2016 – 2018

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

<b>Measure/Data Element: CAHPS 5.0</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2018 Goal</b>
Getting Care Quickly	NA	74%	79%	79%
Getting Needed Care	NA	83%	86%	84%
Coordination of Care	NA	86%	89%	86%
Customer Service	NA	91%	93%	91%
Rating of Health Plan	NA	85%	88%	86%
Rating of All Health Care	NA	81%	87%	87%
Getting Needed Prescription Drugs	NA	90%	92%	90%
Rating of Drug Plan	NA	86%	87%	85%
Annual Flu Vaccine	NA	67%	73%	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 Medicare-Medicaid Plan is a health plan that contracts with both Medicare and South Carolina Healthy Connections 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) 735-5831, TTY/TDD: 711, 7 days a week, 8 a.m. to 8 p.m., local time. The call is free.