



Molina Dual Options Medicare-Medicaid Plan

MMP Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Annual Results: 2018-2020

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

Measure/Data Element: CAHPS 5.0	2018	2019	2020	2020 Goal
Getting Care Quickly	79%	77%	81%	79%
Getting Needed Care	86%	83%	88%	84%
Coordination of Care	89%	88%	89%	87%
Customer Service	93%	93%	93%	91%
Rating of Health Plan	88%	87%	89%	87%
Rating of All Health Care	87%	85%	88%	87%
Getting Needed Prescription Drugs	92%	92%	94%	90%
Rating of Drug Plan	87%	88%	89%	86%
Annual Flu Vaccine	73%	70%	67%	76%

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: 711, 7 days a week, 8 a.m. to 8 p.m., local time. The call is free.

NA = Not Available Due to Small Denominator
NB = No Benefit
NR = Not Reported

NQ = Not Required
BR = Biased Rate