

Molina Healthcare of South Carolina

Medicaid Children with Chronic Conditions (CCC) Consumer Assessment of Healthcare
Providers and Systems (CAHPS®) Annual Results: 2018–2020

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

Measure/Data Element: CAHPS 5.0H	2018	2019	2020	2020 Goal
Getting Care Quickly	90.06%	93.90%	92.90%	92.43%
Getting Needed Care	88.67%	88.32%	89.26%	88.01%
Coordination of Care	90.00%	82.57%	NA	87.18%
Rating of Health Plan	76.00%	75.48%	79.18%	75.64%
Rating of Overall Health Care	73.30%	74.92%	77.02%	74.03%
Rating of Personal Doctor	81.68%	80.11%	78.46%	79.82%
Rating of Specialist Seen Most Often	76.70%	NA	NA	77.70%

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

NQ = Not Required
BR = Biased Rate