

## Molina Dual Options STAR+PLUS MMP CAHPS® Annual Results: 2017–2019

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

<b>Measure/Data Element: CAHPS 5.0</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2019 Goal</b>
Getting Care Quickly	75%	77%	76%	≥ 79%
Getting Needed Care	83%	82%	83%	≥ 84%
Coordination of Care	85%	84%	86%	≥ 87%
Customer Service	91%	89%	91%	≥ 91%
Rating of Health Plan	86%	85%	88%	≥ 87%
Rating of All Health Care	86%	86%	85%	≥ 87%
Getting Needed Prescription Drugs	87%	88%	89%	≥ 90%
Rating of Drug Plan	86%	87%	88%	≥ 86%
Annual Flu Vaccine	68%	67%	65%	≥ 76%

**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 STAR+PLUS MMP is a health plan that contracts with both Medicare and Texas 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 (866) 856-8699, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.