



Molina Healthcare of Texas

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	65.86%	69.64%	70.34%	78.43%
Getting Needed Care	67.11%	68.84%	68.5%	78.6%
Customer Service	75.25%	78.56%	75.06%	80.26%
Rating of Health Plan	68.62%	77.3%	71.65%	74.47%
Rating of All Health Care	73.64%	78.63%	76.33%	82.31%
Rating of Personal Doctor	79.3%	83.84%	82.09%	88.38%
Rating of Specialist Seen Most Often	80.46%	82.25%	86.43%	86.85%

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