



Molina Healthcare of Texas, Inc.

Medicaid Child CAHPS® Annual Results: 2017–2019

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	2017	2018	2019	2019 Goal
Getting Care Quickly	84.58%	85.08%	86.54%	92.43%
Getting Needed Care	80.80%	81.26%	81.08%	88.01%
Coordination of Care	78.71%	76.28%	79.22%	79.15%
Customer Service	87.65%	85.92%	92.15%	89.98%
Rating of Health Plan	79.97%	76.42%	77.41%	75.64%
Rating of Health Care	74.81%	74.83%	73.58%	74.03%
Rating of Personal Doctor	80.46%	79.03%	78.98%	79.82%
Rating of Specialist Seen Most Often	72.73%	NA	NA	77.70%