



Molina Healthcare of Texas

Medicare 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 5.0	2017	2018	2019	2019 Goal
Getting Care Quickly	75%	75%	76%	79%
Getting Needed Care	80%	80%	81%	84%
Care Coordination	84%	83%	85%	87%
Customer Service	90%	89%	90%	91%
Rating of Health Plan	86%	86%	85%	87%
Rating of All Health Care	86%	83%	86%	87%
Getting Needed Prescription Drugs	87%	87%	89%	90%
Rating of Drug Plan	86%	85%	87%	86%
Annual Flu Vaccine	71%	76%	76%	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>

This information is available in other formats, such as Braille, large print, and audio.

Medicare evaluates plans based on a 5-star rating system.