



Molina Healthcare of Utah, Inc.

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	78.02%	72.47%	NA	78.43%
Getting Needed Care	81.35%	74.88%	NA	78.6%
Customer Service	77.85%	72.05%	NA	80.26%
Rating of Health Plan	72.90%	66.95%	NA	74.47%
Rating of All Health Care	82.45%	76.50%	NA	82.31%
Rating of Personal Doctor	88.25%	87.53%	NA	88.38%
Rating of Specialist Seen Most Often	85.31%	83.84%	NA	86.85%

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

**2018 rates were not reported.