



Molina Healthcare of Utah, Inc.

Medicaid Child CAHPS® 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: CAHPS 5.0	2016	2017	2018	2018 Goal
Getting Care Quickly	87.2%	89.7%	90.2%	92.56%
Getting Needed Care	86.3%	88.1%	82.8%	87.94%
Coordination of Care	77.9%	81.9%	80.1%	86.54%
Customer Service	89.1%	85.9%	87.8%	90.58%
Rating of Health Plan	87.3%	86.4%	85.2%	75.70%
Rating of Overall Health Care	88.5%	90.0%	87.5%	72.80%
Rating of Personal Doctor	91.0%	91.6%	92.6%	79.65%
Rating of Specialist Seen Most Often	81.2%	91.5%	88.1%	77.06%