



Molina Healthcare of Washington

Marketplace QHP® Annual Results: 2018-2020

Molina’s scores for the past three years are below. You can see how Molina performs compared to our target goal.

Measure/Data Element	2018*	2019*	2020*	2020 Goal
Access to Care	73.39%	69.42%	74.1%	77.42%
Access to Information	43.73%	42.77%	45.3%	51.38%
Annual Flu Vaccine (Adults 18-64)	52.94%	53.85%	54.2%	52.38%
Coordination of Care	83.10%	86.50%	84.4%	85.02%
Customer Service	66.51%	63.17%	64.8%	73.23%
Medical Assistances with Smoking and Tobacco Use Cessation	55.00%	57.67%	60.0%	58.89%
Rating of Health Plan	65.16%	62.89%	68.3%	72.30%
Rating of All Health Care	78.28%	75.53%	77.1%	79.71%
Rating of Personal Doctor	87.93%	88.57%	87.5%	88.44%
Rating of Specialist Seen Most Often	85.60%	86.21%	84.9%	86.30%

Molina Healthcare of Washington Overall Marketplace Quality Rating = 3 Stars

CMS rates qualified health plans (QHPs) offered through the Exchanges using the Quality Rating System (QRS), which is based on third-party validated clinical measure data and QHP Enrollee Survey response data. CMS calculates QRS ratings annually using a 5-star scale. QHP issuers contract with HHS-approved survey vendors that independently conduct the QHP Enrollee Survey each year. QRS ratings and QHP Enrollee Survey results may change from one year to the next. For more information, please see CMS’ Health Insurance MarketplaceSM Quality Initiatives website at: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>

**Please note that 2018 and 2019 rates are adjusted by the Centers for Medicare and Medicaid Services. 2020 rates are adjusted by Molina’s survey vendor. Please use caution when comparing data across all three years.*