



Your Extended Family.

Molina Healthcare of Washington, Inc.

Medicaid Child with CCC 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	89.0%	88.4%	91.2%	94.63%
Getting Needed Care	79.6%	84.0%	79.9%	90.35%
Coordination of Care	80.1%	82.6%	87.8%	86.72%
Customer Service	86.9%	91.4%	93.1%	90.76%
Rating of Health Plan	79.6%	82.6%	79.0%	72.37%
Rating of Overall Health Care	82.5%	84.7%	86.8%	70.59%
Rating of Personal Doctor	89.5%	86.6%	90.3%	78.72%
Rating of Specialist Seen Most Often	81.0%	87.6%	85.5%	76.24%