



Molina Healthcare of Washington

Medicaid Child with CCC CAHPS® 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
Getting Care Quickly	89.50%	88.06%	87.72%	92.43%
Getting Needed Care	82.61%	82.75%	85.47%	88.01%
Coordination of Care	85.31%	85.61%	79.41%	87.18%
Rating of Health Plan	70.69%	70.15%	71.10%	75.64%
Rating of Overall Health Care	71.27%	71.76%	71.58%	74.03%
Rating of Personal Doctor	76.29%	80.91%	72.04%	79.82%
Rating of Specialist Seen Most Often	NA	NA	NA	77.70%

NA = Not Available Due to Small Denominator