



Molina Healthcare of Wisconsin

Marketplace QHP® Annual Results: 2020

Molina's scores are below. You can see how Molina performs compared to our target goal.

Measure/Data Element	2020	2020 Goal
Access to Care	77.3%	77.42%
Access to Information	53.0%	51.38%
Annual Flu Vaccine (Adults 18-64)	50.8%	52.38%
Coordination of Care	88.4%	85.02%
Customer Service	71.2%	73.23%
Medical Assistances with Smoking and Tobacco Use Cessation	71.1%	58.89%
Rating of Health Plan	73.1%	72.30%
Rating of All Health Care	79.8%	79.71%
Rating of Personal Doctor	90.2%	88.44%
Rating of Specialist Seen Most Often	85.9%	86.30%

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: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/ACA-MQI/ACA-MQI-Landing-Page>