

2025 CAHPS Results for Medicare & Marketplace

The results of the 2025 Consumers Assessment of Healthcare Providers and Systems (CAHPS) survey for Molina Healthcare of South Carolina (MHSC) Medicare and Marketplace plans have been finalized. These results assess patient experiences across different healthcare services, reflecting MHSC's dedication to quality care and patient satisfaction. The 2025 outcomes highlight both areas of exceptional performance and opportunities for further improvement.

Survey Highlights by Line of Business

Line of Business	2025 Strengths	2024 Score	2025 Opportunities	2024 Score
Marketplace – Qualified Health Plan (QHP)	Rating of Personal Doctor 94% Rating of Health Care 87% Rating of Specialist 89%	87% 82% 86%	Care Coordination 83% Getting Needed Care 74% Access to Care 75%	79% 71% 68%
Medicare Advantage Prescription Drug (MA-PD)	Getting Needed Care 85% Getting Care Quickly 87% Customer Service 92%	81% 85% 90%	Annual Flu 60% Rating of Health Plan 86% Rating of Health Care 87%	60% 86% 86%

Thank you for your ongoing dedication to providing care for members. Please continue collaborating to improve patient experiences and health outcomes.

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