

**Molina Healthcare of South Carolina
2024 Medicaid CAHPS Survey Results**

CHILD WITH CHRONIC CARE CONDITIONS CAHPS[®]

2024 Strengths	2024 Score	2023 Score	2024 Opportunities	2024 Score	2023 Score
GETTING NEEDED CARE	88.2%	83.2%	RATING OF HEALTH CARE	70.4%	73.2%
GETTING CARE QUICKLY	87.6%	87.9%	HOW WELL DOCTORS COMMUNICATE	95.3%	96.3%
RATING OF HEALTH PLAN	72.1%	72.0%	RATING OF PERSONAL DOCTOR	75.49%	80.4%

CHILD CAHPS[®]

2024 Strengths	2024 Score	2023 Score	2024 Opportunities	2024 Score	2023 Score
GETTING NEEDED CARE	91.9%	83.2%	RATING OF HEALTH CARE	72.9%	73.1%
RATING OF HEALTH PLAN	77.6%	72.0%	GETTING CARE QUICKLY	87.4%	87.9%
RATING OF PERSONAL DOCTOR	80.5%	80.4%	HOW WELL DOCTORS COMMUNICATE	95.8%	96.3%

ADULT CAHPS[®]

2024 Strengths	2024 Score	2023 Score	2024 Opportunities	2024 Score	2023 Score
RATING OF HEALTH PLAN	65.2%	64.3%	RATING OF HEALTH CARE	58.2%	56.4%
RATING OF PERSONAL DOCTOR	76.1%	67.0%	GETTING NEEDED CARE	82.1%	83.5%
GETTING CARE QUICKLY	84.3%	81.1%	HOW WELL DOCTORS COMMUNICATE	93.0%	94.3%

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