

Molina Healthcare Net Promoter Survey (NPS)

2022 Member Survey Results

Question	2022
1. How likely are you to recommend Molina Healthcare to a friend or family member? Scale of 0-10 (Not likely at all – Extremely likely)	NPS = 63%

Question	2022
2. Did we resolve the reason for your call today?	Yes= 83 %

Question	2022
3. Did our Molina representative treat you with courtesy and respect during the call?	Yes = 95%