

# 2023 (MY2022) CAHPS® 5.1H Survey Results at a Glance



## SAMBA Health Benefit Plan Standard Option (Adult Commercial Survey)

Survey Measures	SAMBA			Benchmark Comparisons		
	2023		2022	2021	2023 CSS FEHB Average	2022 (MY2021) NCQA Quality Compass National Average (All LOBs)
	Rate	(n)	Rate	Rate	Rate	Rate
<b>Patient Experience Measures Reported in NCQA Health Plan Ratings</b>						
<b>Getting Care</b>						
<b>Getting Needed Care Composite (% Always or Usually)</b>	<b>82.62%</b>	<b>(256)</b>	85.21%	89.56%	85.92%	84.37%
Ease of Getting Needed Care (% Always or Usually)	85.66%	(272)	86.27%	91.86%	88.51%	87.14%
Ease of Seeing a Specialist (% Always or Usually)	79.58%	(240)	84.15%	87.27%	83.33%	81.68%
<b>Getting Care Quickly Composite (% Always or Usually)</b>	<b>86.41%</b>	<b>(191)</b>	84.30%	91.03%	85.83%	83.76%
Ease of Getting Urgent Care (% Always or Usually)	89.68%	(126)	85.11%	94.44%	88.34%	85.14%
Ease of Getting a Check-up or Routine Care (% Always or Usually)	83.14%	(255)	83.50%	87.62%	83.33%	81.34%
<b>Satisfaction With Plan Physicians</b>						
Rating of Personal Doctor (% 9 or 10)	65.70%	(277)	66.78%	68.90%	67.91%	69.11%
Rating of Specialist Seen Most Often (% 9 or 10)	64.56%	(237)	69.35%	72.83%	65.78%	67.69%
Coordination of Care (% Always or Usually)	75.73%	(206)	82.55%	81.12%	82.36%	84.00%
<b>Satisfaction With Plan and Plan Services</b>						
Rating of Health Plan (% 9 or 10)	53.75%	(320)	55.04%	56.97%	55.75%	44.36%
Rating of All Health Care (% 9 or 10)	49.45%	(271)	54.55%	57.85%	52.69%	51.77%
<b>Overall Ratings NOT Reported in NCQA Health Plan Ratings</b>						
Rating of All Health Care (% 8, 9 or 10)	71.22%	(271)	79.87%	83.43%	76.09%	76.94%
Rating of Personal Doctor (% 8, 9 or 10)	84.12%	(277)	84.72%	84.59%	85.24%	85.59%
Rating of Specialist Seen Most Often (% 8, 9 or 10)	82.28%	(237)	83.91%	86.42%	83.84%	84.95%
Rating of Health Plan (% 8, 9 or 10)	76.25%	(320)	78.20%	80.35%	76.34%	67.10%
<b>Additional Measures NOT Reported in NCQA Health Plan Ratings</b>						
<b>How Well Doctors Communicate Composite (% Always or Usually)</b>	<b>94.75%</b>	<b>(262)</b>	96.31%	95.08%	95.08%	95.41%
Doctor Explained Things (% Always or Usually)	94.64%	(261)	97.06%	95.08%	95.57%	96.14%
Doctor Listened Carefully (% Always or Usually)	94.27%	(262)	95.56%	95.08%	95.03%	95.20%
Doctor Showed Respect (% Always or Usually)	96.56%	(262)	96.69%	96.39%	96.18%	96.58%
Doctor Spent Enough Time (% Always or Usually)	93.51%	(262)	95.94%	93.77%	93.53%	93.72%
<b>Customer Service Composite (% Always or Usually)</b>	<b>90.28%</b>	<b>(108)</b>	90.00%	90.54%	90.62%	90.02%
Customer Service Provided Information/Help (% Always or Usually)	84.26%	(108)	84.80%	86.49%	84.85%	84.26%
Customer Service Was Courteous/Respectful (% Always or Usually)	96.30%	(108)	95.20%	94.59%	96.38%	95.79%
<b>Claims Processing Composite (% Always or Usually)</b>	<b>90.88%</b>	<b>(176)</b>	89.46%	92.15%	90.08%	90.09%
Plan Handled Claims Quickly (% Always or Usually)	88.57%	(175)	87.50%	92.41%	88.39%	88.84%
Plan Handled Claims Correctly (% Always or Usually)	93.18%	(176)	91.41%	91.89%	91.77%	91.57%
<b>Effectiveness of Care Measures</b>						
Flu Vaccinations for Adults (% Yes)	63.90%	(277)	61.68%	66.11%	56.66%	55.10%
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	70.27%	(37)	69.23%	70.45%	73.99%	79.80%
Discussing Cessation Medications (% Sometimes, Usually, or Always)	43.24%	(37)	44.74%	45.45%	46.62%	60.03%
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	37.84%	(37)	42.11%	45.45%	41.69%	55.60%

### Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.