

## SAMBA Health Benefit Plan Standard Option - Medicare Only

CAHPS® 5.1H Adult Commercial Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

### Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating (HPR)
	2022 NCQA National Average, All LOBs	Plan Rate			Percentile
		2023	2022	2021	
<b>Consumer Satisfaction</b>					
<b>Getting Care</b>					
Getting Needed Care	84.37%	<b>91.92%</b>	94.82%	94.53%	90th
Getting Care Quickly	83.76%	<b>93.49%</b>	94.20%	93.97%	90th
<b>Satisfaction with Plan Physicians</b>					
Rating of Personal Doctor	69.11%	<b>78.10%</b>	80.03%	78.33%	90th
Rating of Specialist Seen Most Often	67.69%	<b>73.97%</b>	77.91%	78.61%	67th
Coordination of Care	84.00%	<b>91.40%</b>	91.51%	88.74%	90th
<b>Satisfaction with Plan and Plan Services</b>					
Rating of All Health Care	51.77%	<b>67.45%</b>	73.64%	72.64%	90th
Rating of Health Plan	44.36%	<b>82.46%</b>	84.58%	82.40%	90th
<b>Non-HPR Measures</b>					
How Well Doctors Communicate	95.41%	<b>97.48%</b>	97.80%	96.97%	
Claims Processing	90.09%	<b>97.69%</b>	97.33%	97.71%	
Customer Service	90.02%	<b>95.49%</b>	97.33%	95.47%	

Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2023 using current year (2023 or MY 2022 benchmarks). The results presented in this report use the 2022 (MY 2021) benchmarks released by NCQA to estimate the MY 2022 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting. NCQA retired Claims Processing from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.