SAMBA Health Benefit Plan High Option - Medicare-only

CAHPS® 5.1H Adult Commercial Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating (HPR)
	2026 CSS FEHB Average	Plan Rate			Percentile
		2026	2025	2024	
Consumer Satisfaction					
Getting Care					
Getting Needed Care (% A+U)	87.08%	**92.91%**	93.75%	93.25%	90th
Getting Care Quickly (% A+U)	88.28%	**94.14%**	92.20%	92.53%	90th
Satisfaction with Plan Physicians					
Coordination of Care (% A+U)	85.39%	**92.19%**	92.97%	90.50%	90th
Satisfaction with Plan and Plan Services					
Rating of All Health Care (% 9+10)	58.96%	**76.01%**	73.12%	72.30%	90th
Rating of Health Plan (% 9+10)	61.29%	**83.86%**	81.24%	83.10%	90th
Non-HPR Measures					
Rating of Specialist Seen Most Often (% 9+10)	68.98%	**82.64%**	81.46%	82.45%	
Rating of Personal Doctor (% 9+10)	73.07%	**82.94%**	82.94%	82.30%	
How Well Doctors Communicate (% A+U)	95.84%	**97.72%**	97.69%	96.22%	
Claims Processing (% A+U)	91.47%	**97.35%**	96.80%	95.90%	
Customer Service (% A+U)	90.28%	**97.52%**	95.62%	95.48%	

Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2026 using current year (2026 or MY 2025) benchmarks. The results presented in this report use the 2025 (MY 2024) benchmarks released by NCQA to estimate the MY 2025 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 (fewer than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.