2026 (MY 2025) CAHPS® 5.1H Survey Results at a Glance

SAMBA Health Benefit Plan Standard Option (Adult Commercial Survey)

Abbreviated Measure Name and Reported Rate	SAMBA				Benchmark Comparisons	
	2026		2025	2024	2026 CSS FEHB Average	2025 (MY 2024) NCQA Quality Compass National Average (All LOBs)
	Rate	(n)	Rate	Rate	Rate	Rate
PATIENT EXPERIENCE						
Getting Care						
Getting Needed Care (% A+U)	**85.26%**	**(224)**	82.33%	83.46%	87.08%	81.68%
Ease of Getting Needed Care	**88.61%**	**(237)**	84.65%	89.46%	90.53%	85.03%
Ease of Seeing a Specialist	**81.90%**	**(210)**	80.00%	77.45%	83.63%	78.09%
Getting Care Quickly (% A+U)	**82.27%**	**(179)**	82.62%	86.91%	88.28%	80.85%
Ease of Getting Urgent Care	**85.94%**	**(128)**	82.80%	88.74%	90.26%	83.64%
Ease of Getting Routine Care	**78.60%**	**(229)**	82.44%	85.07%	86.29%	77.88%
Satisfaction With Plan Physicians						
Coordination of Care (% A+U)	**78.84%**	**(189)**	82.24%	80.43%	85.39%	83.88%
Satisfaction With Plan and Plan Services						
Rating of Health Plan (% 9+10)	**51.96%**	**(281)**	53.20%	54.26%	61.29%	40.76%
Rating of Health Care (% 9+10)	**51.05%**	**(237)**	54.67%	49.68%	58.96%	49.17%
ADDITIONAL MEASURES AND RATES						
Doctor Communication (% A+U)	**94.72%**	**(232)**	94.73%	96.08%	95.84%	95.28%
Doctor Explained Things	**95.26%**	**(232)**	97.06%	98.26%	96.26%	96.09%
Doctor Listened Carefully	**93.97%**	**(232)**	95.59%	95.80%	95.83%	95.03%
Doctor Showed Respect	**95.71%**	**(233)**	95.10%	95.82%	97.13%	96.63%
Doctor Spent Enough Time	**93.97%**	**(232)**	91.18%	94.43%	94.15%	93.35%
Customer Service (% A+U)	**91.45%**	**(117)**	89.52%	87.66%	90.28%	88.34%
Customer Service Provided Info/Help	**85.47%**	**(117)**	83.81%	82.09%	84.25%	82.28%
Customer Service Courteous/Respectful	**97.44%**	**(117)**	95.24%	93.23%	96.31%	94.39%
Claims Processing (% A+U)	**91.06%**	**(146)**	86.53%	89.70%	91.47%	87.84%
Plan Handled Claims Quickly	**91.28%**	**(149)**	82.35%	86.41%	89.54%	85.20%
Plan Handled Claims Correctly	**90.85%**	**(142)**	90.70%	93.00%	93.40%	90.37%
Rating of Health Care (% 8+9+10)	**82.70%**	**(237)**	78.04%	77.71%	81.80%	74.40%
Rating of Doctor (% 8+9+10)	**85.54%**	**(249)**	81.98%	82.74%	87.93%	85.37%
Rating of Doctor (% 9+10)	**68.27%**	**(249)**	68.92%	66.45%	73.07%	69.16%
Rating of Specialist (% 8+9+10)	**85.65%**	**(209)**	80.75%	82.05%	85.99%	83.50%
Rating of Specialist (% 9+10)	**66.03%**	**(209)**	59.36%	64.10%	68.98%	65.99%
Rating of Health Plan (% 8+9+10)	**76.87%**	**(281)**	75.60%	77.56%	80.14%	62.27%
MEDICAL ASSISTANCE WITH SMOKING CESSATION						
Advising Smokers to Quit (% A+U+S)	**64.86%**	**(37)**	77.78%	79.41%	75.74%	no data
Discussing Cessation Meds (% A+U+S)	**48.65%**	**(37)**	50.00%	51.43%	45.23%	no data
Discussing Cessation Strategies (% A+U+S)	**35.14%**	**(37)**	27.78%	44.12%	44.06%	no data

"No data" indicates that the survey was not conducted or the result is not available.