

SAMBA Health Benefit Plan

High Option - Medicare-only

CAHPS® 5.0H Adult Commercial Member Satisfaction Survey for Measurement Year 2018 (Fielded February - May 2019)

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions and Question Summary Rates			NCQA Accreditation Scoring	
	2018 NCQA National Average, All LOBs	Plan Rate		2019 Plan Mean	2019 Percentile for Accreditation Scoring**
		2019	2018		
Ratings					
Rating of Personal Doctor	84.73%	92.65%	88.71%	2.7735	90th
Rating of Specialist	84.12%	93.35%	91.74%	2.7661	90th
Rating of All Health Care	76.83%	90.87%	86.97%	2.6647	90th
Rating of Health Plan	61.91%	94.95%	93.32%	2.8288	90th
Composites					
Getting Needed Care	86.71%	95.34%	94.67%	2.6317	90th
Getting Care Quickly	85.26%	95.92%	94.05%	2.7517	90th
How Well Doctors Communicate	95.26%	97.38%	96.35%	2.7844	Not scored for Accred.
Customer Service	88.53%	94.41%	92.12%	2.7142	90th
Claims Processing	88.95%	97.91%	97.04%	2.7366	90th
Plan Information on Costs	61.35%	71.85%	71.25%	2.0712	Not scored for Accred.
Shared Decision Making	81.92%	78.11%	81.16%	No Applicable Mean	Not scored for Accred.
Additional Content Areas					
Health Promotion and Education	75.45%	81.98%	83.27%	2.6396	Not scored for Accred.
Coordination of Care	82.23%	89.92%	89.92%	2.4768	90th

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* Results were calculated by CSS following NCQA specifications. 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.

** Percentiles are based on the 2018 Accreditation Benchmarks and Thresholds released by NCQA in February 2019.