

SAMBA Health Benefit Plan

Standard 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%	88.76%	92.31%	2.7266	90th
Rating of Specialist	84.12%	91.56%	92.20%	2.7366	90th
Rating of All Health Care	76.83%	87.82%	90.51%	2.6697	90th
Rating of Health Plan	61.91%	91.94%	91.78%	2.7547	90th
Composites					
Getting Needed Care	86.71%	94.91%	96.14%	2.5985	90th
Getting Care Quickly	85.26%	96.56%	94.32%	2.7060	90th
How Well Doctors Communicate	95.26%	96.07%	97.42%	2.7391	Not scored for Accred.
Customer Service	88.53%	92.73%	91.71%	2.6717	90th
Claims Processing	88.95%	95.42%	96.74%	2.6507	90th
Plan Information on Costs	61.35%	75.20%	74.41%	2.1498	Not scored for Accred.
Shared Decision Making	81.92%	82.39%	79.93%	No Applicable Mean	Not scored for Accred.
Additional Content Areas					
Health Promotion and Education	75.45%	85.35%	81.33%	2.7070	Not scored for Accred.
Coordination of Care	82.23%	89.36%	90.57%	2.4515	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.