

SAMBA Health Benefit Plan High Option - Medicare-only

CAHPS® 5.0H Adult Commercial Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating
	2019 NCQA National Average, All LOBs	Plan Rate			2019 NCQA Quality Compass National Percentiles -- All LOBs
		2020	2019	2018	
Consumer Satisfaction					
Getting Care					
Getting Needed Care	86.47%	95.31%	95.34%	94.67%	90th
Getting Care Quickly	85.20%	94.95%	95.92%	94.05%	90th
Satisfaction with Plan Physicians					
Rating of Personal Doctor	67.83%	80.87%	80.82%	77.62%	90th
Rating of Specialist Seen Most Often	66.60%	81.04%	80.28%	76.83%	90th
Rating of All Health Care	51.85%	76.94%	71.63%	66.19%	90th
Coordination of Care	83.13%	89.95%	89.92%	89.92%	90th
Satisfaction with Plan Services					
Claims Processing	89.33%	97.68%	97.91%	97.04%	90th
Rating of Health Plan	40.39%	86.44%	84.14%	80.89%	90th
Non-HPR Measures					
How Well Doctors Communicate	95.37%	97.32%	97.38%	96.35%	
Customer Service	89.25%	96.79%	94.41%	92.12%	

Note: for 2020 CAHPS, NCQA announced a new 2020-2021 Health Plan Rating methodology to align Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). CAHPS measures presented in this table align with these changes. The three-point mean calculation that was previously used for Accreditation scoring was retired. Note that due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings. 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).