

2021 CAHPS® Survey Results at a Glance

SAMBA Health Benefit Plan High Option (Adult Commercial)

Survey Measures	SAMBA			Benchmark Comparisons		
	2021		2020	2019	2021 CSS FEHB Average	2020 NCQA Quality Compass National Average (All LOBs)
	Rate	(n)	Rate	Rate	Rate	Rate
Patient Experience Measures Reported in NCQA Health Plan Ratings						
Getting Care						
Getting Needed Care Composite (% Always or Usually)	92.01%	(304)	93.74%	93.26%	88.88%	87.22%
Ease of Getting Needed Care (% Always or Usually)	94.36%	(337)	94.07%	93.35%	90.51%	90.45%
Ease of Seeing a Specialist (% Always or Usually)	89.67%	(271)	93.40%	93.17%	87.25%	83.91%
Getting Care Quickly Composite (% Always or Usually)	91.96%	(221)	93.26%	92.79%	87.72%	86.02%
Ease of Getting Urgent Care (% Always or Usually)	93.98%	(133)	96.13%	93.08%	89.60%	89.86%
Ease of Getting a Check-up or Routine Care (% Always or Usually)	89.94%	(308)	90.38%	92.51%	85.85%	82.58%
Satisfaction With Plan Physicians						
Rating of Personal Doctor (% 9 or 10)	71.22%	(344)	77.30%	75.63%	69.37%	71.10%
Rating of Specialist Seen Most Often (% 9 or 10)	73.78%	(267)	77.46%	73.88%	68.36%	69.75%
Rating of All Health Care (% 9 or 10)	67.46%	(335)	66.34%	64.35%	56.61%	55.45%
Coordination of Care (% Always or Usually)	86.73%	(211)	86.35%	89.14%	83.75%	84.85%
Satisfaction With Plan Services						
Claims Processing Composite (% Always or Usually)	89.82%	(202)	93.90%	95.96%	90.77%	90.29%
Plan Handled Claims Quickly (% Always or Usually)	88.56%	(201)	93.63%	94.22%	89.51%	89.09%
Plan Handled Claims Correctly (% Always or Usually)	91.09%	(202)	94.17%	97.70%	92.02%	91.49%
Rating of Health Plan (% 9 or 10)	70.90%	(409)	71.53%	68.28%	56.14%	44.63%
Overall Ratings (% 8, 9, or 10) NOT Reported in NCQA Health Plan Ratings						
Rating of All Health Care (% 8, 9 or 10)	88.06%	(335)	84.03%	85.20%	80.62%	79.55%
Rating of Personal Doctor (% 8, 9 or 10)	88.08%	(344)	89.29%	88.44%	85.74%	87.18%
Rating of Specialist Seen Most Often (% 8, 9 or 10)	91.01%	(267)	90.16%	89.80%	85.81%	86.13%
Rating of Health Plan (% 8, 9 or 10)	85.33%	(409)	86.79%	82.80%	76.74%	67.00%
Additional Measures NOT Reported in NCQA Health Plan Ratings						
How Well Doctors Communicate Composite (% Always or Usually)	97.70%	(293)	96.92%	97.94%	95.84%	95.85%
Doctor Explained Things (% Always or Usually)	98.97%	(292)	98.09%	99.31%	96.21%	96.65%
Doctor Listened Carefully (% Always or Usually)	96.59%	(293)	95.89%	97.93%	95.92%	95.70%
Doctor Showed Respect (% Always or Usually)	98.63%	(293)	98.08%	97.94%	96.94%	96.86%
Doctor Spent Enough Time (% Always or Usually)	96.59%	(293)	95.62%	96.56%	94.28%	94.18%
Customer Service Composite (% Always or Usually)	92.05%	(145)	95.95%	92.50%	90.30%	90.30%
Customer Service Provided Information/Help (% Always or Usually)	88.28%	(145)	93.06%	89.47%	84.94%	84.53%
Customer Service Was Courteous/Respectful (% Always or Usually)	95.83%	(144)	98.84%	95.52%	95.65%	96.03%
Effectiveness of Care Measures						
Flu Vaccinations for Adults (% Yes)	72.73%	(319)	66.57%	68.86%	60.37%	55.36%
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	75.93%	(54)	75.44%	68.25%	77.18%	73.06%
Discussing Cessation Medications (% Sometimes, Usually, or Always)	54.72%	(53)	52.73%	44.26%	54.80%	49.20%
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	47.17%	(53)	47.27%	34.43%	50.42%	46.18%

Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.