

2024 (MY 2023) 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		
	2024		2023	2022	2024 CSS FEHB Average	2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)
	Rate	(n)	Rate	Rate	Rate	Rate
PATIENT EXPERIENCE						
Getting Care						
Getting Needed Care (% A+U)	83.46%	(294)	82.62%	85.21%	84.31%	82.49%
Ease of Getting Needed Care	89.46%	(313)	85.66%	86.27%	88.26%	85.98%
Ease of Seeing a Specialist	77.45%	(275)	79.58%	84.15%	80.36%	79.10%
Getting Care Quickly (% A+U)	86.91%	(220)	86.41%	84.30%	85.52%	81.21%
Ease of Getting Urgent Care	88.74%	(151)	89.68%	85.11%	88.57%	83.38%
Ease of Getting Routine Care	85.07%	(288)	83.14%	83.50%	82.47%	78.78%
Satisfaction With Plan Physicians						
Rating of Doctor (% 9+10)	66.45%	(307)	65.70%	66.78%	69.29%	67.93%
Rating of Specialist (% 9+10)	64.10%	(273)	64.56%	69.35%	65.47%	66.58%
Coordination of Care (% A+U)	80.43%	(230)	75.73%	82.55%	80.95%	83.23%
Satisfaction With Plan and Plan Services						
Rating of Health Plan (% 9+10)	54.26%	(352)	53.75%	55.04%	54.86%	43.26%
Rating of Health Care (% 9+10)	49.68%	(314)	49.45%	54.55%	52.90%	49.58%
ADDITIONAL MEASURES AND RATES						
Doctor Communication (% A+U)	96.08%	(287)	94.75%	96.31%	95.44%	95.19%
Doctor Explained Things	98.26%	(287)	94.64%	97.06%	96.66%	95.89%
Doctor Listened Carefully	95.80%	(286)	94.27%	95.56%	95.21%	95.06%
Doctor Showed Respect	95.82%	(287)	96.56%	96.69%	96.13%	96.52%
Doctor Spent Enough Time	94.43%	(287)	93.51%	95.94%	93.76%	93.28%
Customer Service (% A+U)	87.66%	(134)	90.28%	90.00%	89.83%	88.68%
Customer Service Provided Info/Help	82.09%	(134)	84.26%	84.80%	84.29%	82.10%
Customer Service Courteous/Respectful	93.23%	(133)	96.30%	95.20%	95.36%	95.36%
Claims Processing (% A+U)	89.70%	(203)	90.88%	89.46%	89.20%	88.79%
Plan Handled Claims Quickly	86.41%	(206)	88.57%	87.50%	86.99%	87.43%
Plan Handled Claims Correctly	93.00%	(200)	93.18%	91.41%	91.41%	90.18%
Rating of Health Care (% 8+9+10)	77.71%	(314)	71.22%	79.87%	77.61%	75.18%
Rating of Doctor (% 8+9+10)	82.74%	(307)	84.12%	84.72%	85.09%	84.93%
Rating of Specialist (% 8+9+10)	82.05%	(273)	82.28%	83.91%	82.88%	84.12%
Rating of Health Plan (% 8+9+10)	77.56%	(352)	76.25%	78.20%	76.12%	65.55%
MEDICAL ASSISTANCE WITH SMOKING CESSATION						
Advising Smokers to Quit (% A+U+S)	79.41%	(34)	70.27%	69.23%	76.32%	no data
Discussing Cessation Meds (% A+U+S)	51.43%	(35)	43.24%	44.74%	46.26%	no data
Discussing Cessation Strategies (% A+U+S)	44.12%	(34)	37.84%	42.11%	46.46%	no data

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.

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