

## 2020 CAHPS Survey Results at a Glance

### SAMBA Health Benefit Plan High Option (Adult Commercial)

Survey Measures	SAMBA						Benchmark Comparisons	
	2018		2019		2020		2020 CSS FEHB Average	2019 NCQA Quality Compass National Average (All LOBs)
	Rate	(n)	Rate	(n)	Rate	(n)		
<b>Getting Care</b>								
<b>Getting Needed Care (% Always or Usually)</b>	92.59%	(316)	93.26%	(290)	93.74%	(362)	88.96%	86.47%
Q9. Ease of Getting Needed Care	93.75%	(352)	93.35%	(331)	94.07%	(405)	92.30%	89.32%
Q20. Ease of Seeing a Specialist	91.43%	(280)	93.17%	(249)	93.40%	(318)	85.63%	83.81%
<b>Getting Care Quickly (% Always or Usually)</b>	89.65%	(250)	92.79%	(233)	93.26%	(288)	87.88%	85.20%
Q4. Ease of Getting Urgent Care	91.57%	(166)	93.08%	(159)	96.13%	(181)	90.45%	88.55%
Q6. Ease of Getting a Check-up or Routine Care	87.72%	(334)	92.51%	(307)	90.38%	(395)	85.32%	82.59%
<b>Satisfaction With Plan Physicians</b>								
<b>Rating of Personal Doctor (% 9 or 10)</b>	75.60%	(336)	75.63%	(320)	77.30%	(392)	69.24%	67.83%
Rating of Personal Doctor (% 8, 9 or 10)	90.48%	(336)	88.44%	(320)	89.29%	(392)	86.26%	85.34%
<b>Rating of Specialist Seen Most Often (% 9 or 10)</b>	73.45%	(275)	73.88%	(245)	77.46%	(315)	67.16%	66.60%
Rating of Specialist Seen Most Often (% 8, 9 or 10)	89.09%	(275)	89.80%	(245)	90.16%	(315)	85.87%	84.41%
<b>Rating of All Health Care (% 9 or 10)</b>	62.04%	(353)	64.35%	(331)	66.34%	(407)	55.43%	51.85%
Rating of All Health Care (% 8, 9 or 10)	84.99%	(353)	85.20%	(331)	84.03%	(407)	80.67%	77.99%
<b>Coordination of Care (% Always or Usually)</b>	89.87%	(227)	89.14%	(221)	86.35%	(271)	81.90%	83.13%
<b>Satisfaction With Plan Services</b>								
<b>Claims Processing (% Always or Usually)</b>	95.74%	(219)	95.96%	(221)	93.90%	(246)	91.11%	89.33%
Q29. Plan Handled Claims Quickly	93.36%	(226)	94.22%	(225)	93.63%	(251)	89.45%	87.76%
Q30. Plan Handled Claims Correctly	98.11%	(212)	97.70%	(217)	94.17%	(240)	92.78%	90.97%
<b>Rating of Health Plan (% 9 or 10)</b>	64.62%	(390)	68.28%	(372)	71.53%	(439)	55.50%	40.39%
Rating of Health Plan (% 8, 9 or 10)	84.87%	(390)	82.80%	(372)	86.79%	(439)	78.53%	63.77%
<b>Additional Measures NOT Reported in NCQA's Health Plan Ratings</b>								
<b>How Well Doctors Communicate (% Always or Usually)</b>	97.52%	(312)	97.94%	(290)	96.92%	(366)	95.58%	95.37%
Q12. Doctor Explained Things	97.76%	(313)	99.31%	(289)	98.09%	(367)	96.78%	96.39%
Q13. Doctor Listened Carefully	96.81%	(313)	97.93%	(290)	95.89%	(365)	95.47%	95.11%
Q14. Doctor Showed Respect	98.71%	(311)	97.94%	(291)	98.08%	(365)	96.19%	96.40%
Q15. Doctor Spent Enough Time	96.78%	(311)	96.56%	(291)	95.62%	(365)	93.90%	93.57%
<b>Customer Service (% Always or Usually)</b>	95.07%	(153)	92.50%	(134)	95.95%	(173)	91.66%	89.25%
Q24. Customer Service Provided Information/Help	91.45%	(152)	89.47%	(133)	93.06%	(173)	86.71%	83.08%
Q25. Customer Service Was Courteous/Respectful	98.69%	(153)	95.52%	(134)	98.84%	(173)	96.61%	95.37%
<b>Effectiveness of Care Measures</b>								
Flu Vaccinations for Adults (% Yes)	62.30%	(313)	68.86%	(273)	66.57%	(350)	59.01%	52.44%
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	NA		75.36%	(69)	68.25%	(63)	77.22%	75.37%
Discussing Cessation Medications (% Sometimes, Usually, or Always)	NA		48.53%	(68)	44.26%	(61)	53.11%	53.34%
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	NA		38.24%	(68)	34.43%	(61)	46.74%	46.96%

#### Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator, reported in parentheses) must be collected for a measure rate to be reportable by NCQA.

#### Health Plan Ratings

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses).