

2025 (MY 2024) CAHPS® 5.1H Survey Results at a Glance



SAMBA Health Benefit Plan High Option (Adult Commercial Survey)

Abbreviated Measure Name and Reported Rate	SAMBA			Benchmark Comparisons	
	2025	2024	2023	2025 CSS FEHB Average	2024 (MY 2023) NCQA Quality Compass National Average (All LOBs)
	Rate (n)	Rate	Rate	Rate	Rate
PATIENT EXPERIENCE					
Getting Care					
Getting Needed Care (% A+U)	85.98% (196)	89.01%	90.52%	84.21%	81.74%
Ease of Getting Needed Care	89.81% (206)	90.19%	93.31%	88.15%	85.14%
Ease of Seeing a Specialist	82.16% (185)	87.83%	87.73%	80.27%	78.41%
Getting Care Quickly (% A+U)	84.90% (156)	86.38%	90.83%	84.65%	81.16%
Ease of Getting Urgent Care	87.85% (107)	88.15%	93.65%	86.65%	81.68%
Ease of Getting Routine Care	81.95% (205)	84.62%	88.02%	82.65%	77.97%
Satisfaction With Plan Physicians					
Rating of Doctor (% 9+10)	78.26% (207)	74.05%	74.25%	69.02%	68.14%
Rating of Specialist (% 9+10)	67.40% (181)	70.40%	71.69%	65.18%	66.11%
Coordination of Care (% A+U)	85.06% (154)	83.33%	90.11%	82.77%	83.90%
Satisfaction With Plan and Plan Services					
Rating of Health Plan (% 9+10)	67.66% (235)	64.98%	67.52%	54.43%	42.37%
Rating of Health Care (% 9+10)	61.17% (206)	65.79%	59.92%	51.35%	48.68%
ADDITIONAL MEASURES AND RATES					
Doctor Communication (% A+U)	97.06% (195)	96.07%	97.26%	95.32%	95.01%
Doctor Explained Things	96.43% (196)	97.38%	97.47%	96.15%	95.93%
Doctor Listened Carefully	96.41% (195)	95.88%	96.62%	94.88%	94.79%
Doctor Showed Respect	96.92% (195)	95.88%	97.87%	96.60%	96.33%
Doctor Spent Enough Time	98.46% (195)	95.13%	97.07%	93.65%	92.98%
Customer Service (% A+U)	86.73% (98)	94.53%	90.02%	87.56%	88.89%
Customer Service Provided Info/Help	80.61% (98)	91.41%	85.00%	80.82%	82.29%
Customer Service Courteous/Respectful	92.86% (98)	97.66%	95.04%	94.31%	95.49%
Claims Processing (% A+U)	90.56% (133)	88.97%	92.47%	87.49%	89.36%
Plan Handled Claims Quickly	87.79% (131)	86.98%	90.53%	85.07%	87.84%
Plan Handled Claims Correctly	93.33% (135)	90.96%	94.41%	89.91%	90.69%
Rating of Health Care (% 8+9+10)	82.52% (206)	80.83%	82.54%	76.21%	73.83%
Rating of Doctor (% 8+9+10)	89.86% (207)	86.51%	89.55%	85.44%	84.88%
Rating of Specialist (% 8+9+10)	85.64% (181)	86.10%	88.58%	83.38%	83.70%
Rating of Health Plan (% 8+9+10)	84.26% (235)	83.91%	84.39%	75.87%	64.68%
MEDICAL ASSISTANCE WITH SMOKING CESSATION					
Advising Smokers to Quit (% A+U+S)	55.00% (20)	65.52%	78.38%	72.51%	no data
Discussing Cessation Meds (% A+U+S)	45.00% (20)	39.29%	41.67%	47.83%	no data
Discussing Cessation Strategies (% A+U+S)	50.00% (20)	50.00%	50.00%	41.11%	no data

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