

2020 CAHPS Survey Results at a Glance

SAMBA Health Benefit Plan Standard 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)		
Getting Care								
Getting Needed Care (% Always or Usually)	89.00%	(193)	87.73%	(267)	89.91%	(356)	88.96%	86.47%
Q9. Ease of Getting Needed Care	90.14%	(213)	90.82%	(305)	93.60%	(406)	92.30%	89.32%
Q20. Ease of Seeing a Specialist	87.86%	(173)	84.65%	(228)	86.23%	(305)	85.63%	83.81%
Getting Care Quickly (% Always or Usually)	88.89%	(158)	85.28%	(224)	88.44%	(281)	87.88%	85.20%
Q4. Ease of Getting Urgent Care	90.83%	(109)	89.17%	(157)	90.40%	(177)	90.45%	88.55%
Q6. Ease of Getting a Check-up or Routine Care	86.96%	(207)	81.38%	(290)	86.49%	(385)	85.32%	82.59%
Satisfaction With Plan Physicians								
Rating of Personal Doctor (% 9 or 10)	70.79%	(202)	70.07%	(274)	70.71%	(379)	69.24%	67.83%
Rating of Personal Doctor (% 8, 9 or 10)	89.11%	(202)	84.31%	(274)	89.18%	(379)	86.26%	85.34%
Rating of Specialist Seen Most Often (% 9 or 10)	69.01%	(171)	67.86%	(224)	62.79%	(301)	67.16%	66.60%
Rating of Specialist Seen Most Often (% 8, 9 or 10)	84.21%	(171)	85.71%	(224)	84.72%	(301)	85.87%	84.41%
Rating of All Health Care (% 9 or 10)	50.23%	(213)	57.62%	(302)	55.91%	(406)	55.43%	51.85%
Rating of All Health Care (% 8, 9 or 10)	78.40%	(213)	80.13%	(302)	80.54%	(406)	80.67%	77.99%
Coordination of Care (% Always or Usually)	80.69%	(145)	79.60%	(201)	80.86%	(256)	81.90%	83.13%
Satisfaction With Plan Services								
Claims Processing (% Always or Usually)	91.04%	(133)	88.27%	(173)	91.61%	(221)	91.11%	89.33%
Q29. Plan Handled Claims Quickly	88.32%	(137)	86.41%	(184)	91.40%	(221)	89.45%	87.76%
Q30. Plan Handled Claims Correctly	93.75%	(128)	90.12%	(162)	91.82%	(220)	92.78%	90.97%
Rating of Health Plan (% 9 or 10)	45.27%	(243)	52.40%	(334)	56.76%	(451)	55.50%	40.39%
Rating of Health Plan (% 8, 9 or 10)	74.49%	(243)	76.95%	(334)	81.15%	(451)	78.53%	63.77%
Additional Measures NOT Reported in NCQA's Health Plan Ratings								
How Well Doctors Communicate (% Always or Usually)	95.16%	(186)	95.99%	(256)	97.28%	(350)	95.58%	95.37%
Q12. Doctor Explained Things	97.31%	(186)	98.43%	(255)	98.29%	(350)	96.78%	96.39%
Q13. Doctor Listened Carefully	93.55%	(186)	94.53%	(256)	98.00%	(350)	95.47%	95.11%
Q14. Doctor Showed Respect	96.24%	(186)	96.08%	(255)	97.71%	(349)	96.19%	96.40%
Q15. Doctor Spent Enough Time	93.55%	(186)	94.92%	(256)	95.14%	(350)	93.90%	93.57%
Customer Service (% Always or Usually)	86.17%	(84)	91.10%	(118)	91.93%	(161)	91.66%	89.25%
Q24. Customer Service Provided Information/Help	77.11%	(83)	86.44%	(118)	88.27%	(162)	86.71%	83.08%
Q25. Customer Service Was Courteous/Respectful	95.24%	(84)	95.76%	(118)	95.60%	(159)	96.61%	95.37%
Effectiveness of Care Measures								
Flu Vaccinations for Adults (% Yes)	60.71%	(224)	62.71%	(303)	64.08%	(412)	59.01%	52.44%
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	69.77%	(43)	78.26%	(46)	73.47%	(49)	77.22%	75.37%
Discussing Cessation Medications (% Sometimes, Usually, or Always)	30.23%	(43)	52.17%	(46)	48.98%	(49)	53.11%	53.34%
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	39.53%	(43)	45.65%	(46)	40.82%	(49)	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).