

## 2025 (MY 2024) 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	
	2025	2024	2023	2025 CSS FEHB Average	2024 (MY 2023) NCQA Quality Compass National Average (All LOBs)
	Rate (n)	Rate	Rate	Rate	Rate
<b>PATIENT EXPERIENCE</b>					
<b>Getting Care</b>					
Getting Needed Care (% A+U)	82.33% (203)	83.46%	82.62%	84.21%	81.74%
Ease of Getting Needed Care	84.65% (215)	89.46%	85.66%	88.15%	85.14%
Ease of Seeing a Specialist	80.00% (190)	77.45%	79.58%	80.27%	78.41%
Getting Care Quickly (% A+U)	82.62% (149)	86.91%	86.41%	84.65%	81.16%
Ease of Getting Urgent Care	82.80% (93)	88.74%	89.68%	86.65%	81.68%
Ease of Getting Routine Care	82.44% (205)	85.07%	83.14%	82.65%	77.97%
<b>Satisfaction With Plan Physicians</b>					
Rating of Doctor (% 9+10)	68.92% (222)	66.45%	65.70%	69.02%	68.14%
Rating of Specialist (% 9+10)	59.36% (187)	64.10%	64.56%	65.18%	66.11%
Coordination of Care (% A+U)	82.24% (152)	80.43%	75.73%	82.77%	83.90%
<b>Satisfaction With Plan and Plan Services</b>					
Rating of Health Plan (% 9+10)	53.20% (250)	54.26%	53.75%	54.43%	42.37%
Rating of Health Care (% 9+10)	54.67% (214)	49.68%	49.45%	51.35%	48.68%
<b>ADDITIONAL MEASURES AND RATES</b>					
Doctor Communication (% A+U)	94.73% (204)	96.08%	94.75%	95.32%	95.01%
Doctor Explained Things	97.06% (204)	98.26%	94.64%	96.15%	95.93%
Doctor Listened Carefully	95.59% (204)	95.80%	94.27%	94.88%	94.79%
Doctor Showed Respect	95.10% (204)	95.82%	96.56%	96.60%	96.33%
Doctor Spent Enough Time	91.18% (204)	94.43%	93.51%	93.65%	92.98%
Customer Service (% A+U)	89.52% (105)	87.66%	90.28%	87.56%	88.89%
Customer Service Provided Info/Help	83.81% (105)	82.09%	84.26%	80.82%	82.29%
Customer Service Courteous/Respectful	95.24% (105)	93.23%	96.30%	94.31%	95.49%
Claims Processing (% A+U)	86.53% (133)	89.70%	90.88%	87.49%	89.36%
Plan Handled Claims Quickly	82.35% (136)	86.41%	88.57%	85.07%	87.84%
Plan Handled Claims Correctly	90.70% (129)	93.00%	93.18%	89.91%	90.69%
Rating of Health Care (% 8+9+10)	78.04% (214)	77.71%	71.22%	76.21%	73.83%
Rating of Doctor (% 8+9+10)	81.98% (222)	82.74%	84.12%	85.44%	84.88%
Rating of Specialist (% 8+9+10)	80.75% (187)	82.05%	82.28%	83.38%	83.70%
Rating of Health Plan (% 8+9+10)	75.60% (250)	77.56%	76.25%	75.87%	64.68%
<b>MEDICAL ASSISTANCE WITH SMOKING CESSATION</b>					
Advising Smokers to Quit (% A+U+S)	78.79% (33)	79.41%	70.27%	72.51%	no data
Discussing Cessation Meds (% A+U+S)	48.48% (33)	51.43%	43.24%	47.83%	no data
Discussing Cessation Strategies (% A+U+S)	31.25% (32)	44.12%	37.84%	41.11%	no data

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