

SAMBA Health Benefit Plan Standard Option - Medicare Only

CAHPS® 5.1H Adult Commercial Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating (HPR)
	2020 NCQA National Average, All LOBs	Plan Rate			Percentile
		2021	2020	2019	
Consumer Satisfaction					
Getting Care					
Getting Needed Care	87.22%	94.53%	94.13%	94.91%	90th
Getting Care Quickly	86.02%	93.97%	92.77%	96.56%	90th
Satisfaction with Plan Physicians					
Rating of Personal Doctor	71.10%	78.33%	81.97%	77.53%	90th
Rating of Specialist Seen Most Often	69.75%	78.61%	80.50%	77.98%	90th
Rating of All Health Care	55.45%	72.64%	74.70%	71.40%	90th
Coordination of Care	84.85%	88.74%	90.77%	89.36%	67th
Satisfaction with Plan Services					
Claims Processing	90.29%	97.71%	97.74%	95.42%	90th
Rating of Health Plan	44.63%	82.40%	81.22%	78.39%	90th
Non-HPR Measures					
How Well Doctors Communicate	95.85%	96.97%	97.83%	96.07%	
Customer Service	90.30%	95.47%	94.93%	92.73%	

Note: for 2021 CAHPS, NCQA will be releasing 2021 Health Plan Ratings, but will **not** use any 2020 benchmarks in calculating those scores.

The results presented in this report use the 2020 benchmarks released by NCQA to estimate the 2021 Health Plan ratings; therefore the Health Plan Ratings scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.