

## SAMBA Health Benefit Plan Standard Option - Medicare Only

CAHPS® 5.1H Adult Commercial Member Satisfaction Survey for Measurement Year 2021 (Fielded February - May 2022)

### Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating (HPR)
	2021 NCQA National Average, All LOBs	Plan Rate			Percentile
		2022	2021	2020	
<b>Consumer Satisfaction</b>					
<b>Getting Care</b>					
Getting Needed Care	87.81%	<b>94.82%</b>	94.53%	94.13%	90th
Getting Care Quickly	86.57%	<b>94.20%</b>	93.97%	92.77%	90th
<b>Satisfaction with Plan Physicians</b>					
Rating of Personal Doctor	70.23%	<b>80.03%</b>	78.33%	81.97%	90th
Rating of Specialist Seen Most Often	69.78%	<b>77.91%</b>	78.61%	80.50%	90th
Rating of All Health Care	55.93%	<b>73.64%</b>	72.64%	74.70%	90th
Coordination of Care	85.05%	<b>91.51%</b>	88.74%	90.77%	90th
<b>Satisfaction with Plan Services</b>					
Claims Processing	90.61%	<b>97.33%</b>	97.71%	97.74%	90th
Rating of Health Plan	45.34%	<b>84.58%</b>	82.40%	81.22%	90th
<b>Non-HPR Measures</b>					
How Well Doctors Communicate	95.90%	<b>97.80%</b>	96.97%	97.83%	
Customer Service	89.68%	<b>97.33%</b>	95.47%	94.93%	

Note: for 2022 CAHPS, NCQA will be releasing 2022 Health Plan Ratings, but will **not** use any 2021 benchmarks in calculating those scores. The official Health Plan Ratings scores will be released by NCQA in August 2022. The results presented in this report use the 2021 benchmarks released by NCQA to estimate the 2022 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.