

SAMBA Health Benefit Plan Standard Option - Medicare Only

CAHPS® 5.1H Adult Commercial Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Patient Experience Measures

	Reportable Rates					Estimated Health Plan Rating (HPR)
	2023 NCQA National Average, All LOBs	2024 CSS FEHB Average	SAMBA Rate			Percentile
			2024	2023	2022	
Consumer Satisfaction						
Getting Care						
Getting Needed Care	82.49%	84.31%	88.28%	91.92%	94.82%	67th
Getting Care Quickly	81.21%	85.52%	92.09%	93.49%	94.20%	90th
Satisfaction with Plan Physicians						
Rating of Personal Doctor	67.93%	69.29%	77.53%	78.10%	80.03%	90th
Rating of Specialist Seen Most Often	66.58%	65.47%	75.00%	73.97%	77.91%	90th
Coordination of Care	83.23%	80.95%	89.57%	91.40%	91.51%	90th
Satisfaction with Plan and Plan Services						
Rating of All Health Care	49.58%	52.90%	71.19%	67.45%	73.64%	90th
Rating of Health Plan	43.26%	54.86%	78.77%	82.46%	84.58%	90th
Non-HPR Measures						
How Well Doctors Communicate	95.19%	95.44%	96.87%	97.48%	97.80%	
Claims Processing	88.79%	89.20%	97.05%	97.69%	97.33%	
Customer Service	88.68%	89.83%	95.29%	95.49%	97.33%	

Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2024 using current year (2024 or MY 2023) benchmarks. The results presented in this report use the 2023 (MY 2022) benchmarks released by NCQA to estimate the MY 2023 HPR; therefore the HPR 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 (fewer than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.