

SAMBA Health Benefit Plan Standard Option - Medicare Only

CAHPS® 5.1H Adult Commercial Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating (HPR)
	2024 NCQA National Average, All LOBs	SAMBA Rate			Percentile
		2025	2024	2023	
Consumer Satisfaction					
Getting Care					
Getting Needed Care	81.74%	89.97%	88.28%	91.92%	90th
Getting Care Quickly	81.16%	92.52%	92.09%	93.49%	90th
Satisfaction with Plan Physicians					
Rating of Personal Doctor	68.14%	78.10%	77.53%	78.10%	90th
Rating of Specialist Seen Most Often	66.11%	77.23%	75.00%	73.97%	90th
Coordination of Care	83.90%	89.66%	89.57%	91.40%	90th
Satisfaction with Plan and Plan Services					
Rating of All Health Care	48.68%	71.36%	71.19%	67.45%	90th
Rating of Health Plan	42.37%	79.22%	78.77%	82.46%	90th
Non-HPR Measures					
How Well Doctors Communicate	95.01%	96.58%	96.87%	97.48%	
Claims Processing	89.36%	95.94%	97.05%	97.69%	
Customer Service	88.89%	95.56%	95.29%	95.49%	

Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2025 using current year (2025 or MY 2024) benchmarks. The results presented in this report use the 2024 (MY 2023) benchmarks released by NCQA to estimate the MY 2024 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.