

SAMBA Health Benefit Plan Standard Option - Medicare Only

CAHPS® 5.0H Adult Commercial Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating
	2019 NCQA National Average, All LOBs	Plan Rate			2019 NCQA Quality Compass National Percentiles -- All LOBs
		2020	2019	2018	
Getting Care					
Getting Needed Care	86.47%	94.13%	94.91%	96.14%	90th
Getting Care Quickly	85.20%	92.77%	96.56%	94.32%	90th
Satisfaction with Plan Physicians					
Rating of Personal Doctor	67.83%	81.97%	77.53%	77.69%	90th
Rating of Specialist Seen Most Often	66.60%	80.50%	77.98%	75.95%	90th
Rating of All Health Care	51.85%	74.70%	71.40%	67.93%	90th
Coordination of Care	83.13%	90.77%	89.36%	90.57%	90th
Satisfaction with Plan Services					
Claims Processing	89.33%	97.74%	95.42%	96.74%	90th
Rating of Health Plan	40.39%	81.22%	78.39%	76.40%	90th
Non-HPR Measures					
How Well Doctors Communicate	95.37%	97.83%	96.07%	97.42%	
Customer Service	89.25%	94.93%	92.73%	91.71%	

Note: for 2020 CAHPS, NCQA announced a new 2020-2021 Health Plan Rating methodology to align Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). CAHPS measures presented in this table align with these changes. The three-point mean calculation that was previously used for Accreditation scoring was retired. Note that due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings. 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).