

CAHPS® 2019 Pennsylvania Commercial Survey Comparison

Survey Questions	HMO				
	Highmark Choice HMO Rates		First Priority Health HMO Rates		2019 Quality Compass HMO 90th Percentile
Personal Doctor	85.7%	↓	87.3%	↑	90.7%
Specialist	87.8%	↔	84.4%	↓	89.2%
All Health Care	84.4%	↔	78.9%	↓	86.3%
Health Plan	74.8%	↓	74.3%	↑	84.9%
Getting Needed Care	89.9%	↓	86.2%	↓	91.5%
Ease of getting care, tests, treatment needed	91.4%	↓	86.5%	↓	94.2%
Obtained appointment with specialist as soon as needed	88.5%	↓	86.0%	↑	81.6%
Getting Care Quickly	89.9%	↑	89.0%	↑	89.9%
Obtained needed care right away	92.2%	↑	89.7%	↑	88.4%
Obtained appointment for care as soon as needed	87.6%	↑	88.4%	↑	94.2%
How Well Doctors Communicate	94.6%	↓	95.9%	↓	97.6%
Doctors explained things in an understandable way	95.3%	↓	95.9%	↓	98.4%
Doctors listened carefully to you	94.8%	↓	96.4%	↔	97.2%
Doctors showed respect for what you had to say	95.3%	↓	95.9%	↑	98.2%
Doctors spent enough time with you	92.9%	↓	95.5%	↑	96.8%
Customer Service	92.7%	↑	85.7%	↓	94.4%
Getting information/help from customer service	86.6%	↑	80.2%	↓	91.2%
Treated with courtesy and respect by customer service staff	98.8%	↑	91.3%	↓	99.0%
Claims Processing	91.0%	↓	85.2%	↓	94.5%
Claims handled quickly	92.0%	↓	84.9%	↓	93.5%
Claims handled correctly	90.0%	↓	85.5%	↓	95.5%
Plan Information on Costs (Rolling Average)	74.7%	↑	64.8%	↑	74.7%
Able to find out from health plan cost of health care service or equipment	77.8%	↑	65.6%	↑	74.5%
Able to find out from health plan cost of prescription medicines	71.6%	↓	64.0%	↓	75.0%
Shared Decision Making	81.7%	↑	84.1%	↑	84.8%
Doctor/health provider talked about reasons you might want to take a medicine	96.8%	↑	94.7%	↑	96.8%
Doctor/health provider talked about reasons you might not want to take a medicine	74.2%	↑	81.1%	↑	78.5%
Doctor/health provider asked you what you thought was best when starting or stopping a prescription medicine	74.0%	↓	76.6%	↑	84.3%
Health Promotion & Education					
Doctor/health provider talked about specific things you could do to prevent illness	75.5%	↓	71.2%	↑	81.5%
Coordination of Care					
Personal doctor seem informed and up-to-date about the care from doctors or other health providers	86.7%	↑	86.6%	↑	90.1%
Providing Needed Information					
Written materials or the Internet provided the information needed about how health plan works	72.0%	↑	58.9%	↓	68.1%
Ease of Filling out Forms					
Forms were easy to fill out	97.2%	↑	96.0%	↓	96.0%

Yellow shading indicates score EQUAL to or BELOW the NCQA's 2019 Quality Compass 90th percentile

↑ ↓ ↔ Indicates above, below, or equal to previous year results

*Rates are single statistics generated for a survey question. In general, Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually"; "Yes;" or "8," "9", and "10")

CAHPS® 2019 Pennsylvania Commercial Survey Comparison

Survey Questions	PPO						
	Highmark Inc EPO/PPO Rates		HHIC PPO PA Rates		FPLIC PPO (NEPA) Rates	2019 Quality Compass PPO 90th Percentile	
Personal Doctor	86.2%	↓	84.3%	↓	88.6%	↑	89.6%
Specialist	82.0%	↓	88.6%	↑	82.6%	↓	89.5%
All Health Care	77.9%	↓	81.1%	↑	81.3%	↑	83.9%
Health Plan	63.8%	↓	59.6%	↓	62.8%	↑	75.2%
Getting Needed Care	84.7%	↓	85.1%	↓	87.4%	↓	91.1%
Ease of getting care, tests, treatment needed	88.7%	↓	90.1%	↑	92.0%	↑	94.1%
Obtained appointment with specialist as soon as needed	83.8%	↓	80.0%	↓	82.8%	↓	89.3%
Getting Care Quickly	86.5%	↓	86.9%	↑	89.9%	↑	90.5%
Obtained needed care right away	89.1%	↓	89.1%	↑	92.0%	↑	93.8%
Obtained appointment for care as soon as needed	83.8%	↓	84.8%	↑	87.7%	↑	88.6%
How Well Doctors Communicate	94.5%	↓	94.7%	↓	96.8%	↑	97.4%
Doctors explained things in an understandable way	97.5%	↑	96.2%	↓	97.6%	↑	98.5%
Doctors listened carefully to you	93.6%	↓	94.1%	↓	97.1%	↑	97.6%
Doctors showed respect for what you had to say	93.1%	↓	95.7%	↓	97.6%	↑	98.4%
Doctors spent enough time with you	93.6%	↓	92.8%	↓	94.7%	↓	96.5%
Customer Service	85.7%	↓	84.8%	↑	93.1%	↑	94.6%
Getting information/help from customer service	80.3%	↓	75.8%	↑	90.7%	↑	91.2%
Treated with courtesy and respect by customer service staff	91.1%	↓	93.8%	↑	95.5%	↑	98.3%
Claims Processing	87.0%	↓	91.8%	↓	89.3%	↓	94.4%
Claims handled quickly	86.1%	↓	90.4%	↓	87.2%	↓	94.3%
Claims handled correctly	87.9%	↓	93.2%	↓	91.5%	↑	96.1%
Plan Information on Costs <i>(Rolling Average)</i>	65.1%	↑	53.6%	↓	65.1%	↑	67.9%
Able to find out from health plan cost of health care service or equipment	64.8%	↑	53.9%	↓	61.8%	↓	70.4%
Able to find out from health plan cost of prescription medicines	65.4%	↑	53.3%	↑	68.4%	↑	68.4%
Shared Decision Making	81.2%	↓	82.7%	↓	82.6%	↑	85.5%
Doctor/health provider talked about reasons you might want to take a medicine	97.5%	↑	95.7%	↑	94.6%	↑	96.7%
Doctor/health provider talked about reasons you might not want to take a medicine	71.7%	↓	70.3%	↓	70.7%	↑	80.3%
Doctor/health provider asked you what you thought was best when starting or stopping a prescription medicine	74.4%	↓	81.9%	↑	82.6%	↑	82.1%
Health Promotion & Education							
Doctor/health provider talked about specific things you could do to prevent illness	78.2%	↑	63.0%	↓	73.1%	↑	81.9%
Coordination of Care							
Personal doctor seem informed and up-to-date about the care from doctors or other health providers	83.7%	↓	84.2%	↑	85.5%	↓	87.6%
Providing Needed Information							
Written materials or the Internet provided the information needed about how health plan works	61.2%	↓	68.4%	↑	61.0%	↓	74.1%
Ease of Filling out Forms							
Forms were easy to fill out	96.9%	↓	95.3%	↑	95.3%	↓	97.9%

Yellow shading indicates score EQUAL to or BELOW the NCQA's 2019 Quality Compass 90th percentile

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CAHPS® 2019 Pennsylvania Children's Health Insurance Program (CHIP) Survey Results

Survey Questions	HMO Rates		GPPO Rates		First Priority Health Rates		2019 Quality Compass 90th Percentile
	Rate	Change	Rate	Change	Rate	Change	
Rating of Personal Doctor	91.3%	↓	91.0%	↓	92.7%	↑	93.2%
Rating of Specialist	92.9%	↑	79.3%	↓	85.3%	↔	91.2%
Rating of All Health Care	93.1%	↑	88.2%	↓	86.0%	↓	91.3%
Rating of All Health Plan	88.7%	↓	87.5%	↓	87.3%	↑	90.1%
Getting Needed Care	90.6%	↓	86.2%	↓	87.0%	↑	90.0%
Ease of getting care, tests, treatment needed	97.5%	↑	94.0%	↓	91.5%	↓	94.2%
Obtained appointment with specialist as soon as needed	83.8%	↓	78.4%	↓	82.5%	↑	86.3%
Getting Care Quickly	96.8%	↑	94.2%	↓	95.1%	↑	94.2%
Obtained needed care right away	98.3%	↑	96.7%	↑	95.4%	↓	95.7%
Obtained appointment for care as soon as needed	95.4%	↑	91.8%	↓	94.8%	↑	93.4%
How Well Doctors Communicate	97.3%	↑	95.4%	↓	98.1%	↑	96.6%
Doctors explained things in an understandable way	97.9%	↓	95.8%	↓	98.6%	↑	97.7%
Doctors listened carefully to you	97.2%	↓	96.6%	↓	97.6%	↑	97.4%
Doctors showed respect for what you had to say	97.5%	↑	97.7%	↑	99.0%	↑	97.8%
Doctors spent enough time with you	96.5%	↑	91.6%	↓	97.2%	↑	94.4%
Customer Service	95.0%	↑	89.5%	↓	92.3%	↓	92.0%
Getting information/help from customer service	91.0%	↑	83.3%	↓	87.0%	↓	88.0%
Treated with courtesy and respect by customer service staff	99.0%	↑	95.6%	↓	97.5%	↑	96.7%
Shared Decision Making	77.8%	↓	74.6%	↓	76.5%	↓	83.2%
Doctor/health provider talked about reasons you might want to take a medicine	95.4%	↑	94.4%	↑	97.4%	↑	96.7%
Doctor/health provider talked about reasons you might not want to take a medicine	64.4%	↓	56.7%	↓	62.8%	↑	73.6%
Doctor/health provider asked you what you thought was best when starting or stopping a prescription medicine	73.6%	↑	72.7%	↓	69.2%	↓	87.3%
Health Promotion & Education							
Doctor/health provider talked about specific things you could do to prevent illness	71.9%	↑	62.3%	↓	65.3%	↓	76.4%
Coordination of Care							
Personal doctor seem informed and up-to-date about the care from doctors or other health providers	87.0%	↑	83.9%	↓	90.8%	↑	89.3%
Ease of Filling out Forms							
Forms were easy to fill out	94.7%	↓	94.2%	↑	94.2%	↓	97.4%

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CAHPS® 2019 Medicare Survey Results for Pennsylvania and West Virginia

Survey Questions	2019 PA Medicare Advantage HMO		2019 PA Medicare Advantage PPO		2019 WV Medicare Advantage PPO		2019 CMS National Average
Rating of Health Plan	86%	↑	87%	↓	86%	↑	87%
Overall Rating of Health Care Quality	87%	↓	87%	↑	86%	↑	87%
Overall Rating of Personal Doctor	92%	↓	92%	↓	91%	↓	92%
Overall Rating of Specialist	90%	↓	91%	↓	90%	↓	90%
Rating of Drug Plan	85%	↓	86%	↑	84%	↓	86%
Getting Needed Care	84%	↓	85%	↑	85%	↓	84%
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	85%	↓	85%	↓	86%	↓	85%
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	83%	↓	85%	↑	85%	↓	83%
Getting Care Quickly	79%	↓	80%	↓	79%	↓	78%
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	87%	↓	88%	↓	88%	↓	87%
In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	86%	↓	87%	↓	88%	↓	85%
In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?	65%	↓	65%	↓	61%	↑	63%
Doctors Who Communicate Well	92%	↑	93%	↓	92%	↓	92%
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	92%	↑	92%	↓	92%	↓	91%
In the last 6 months, how often did your personal doctor listen carefully to you?	92%	↑	93%	↓	93%	↓	92%
In the last 6 months, how often did your personal doctor show respect for what you had to say?	94%	↑	94%	↑	94%	↓	94%
In the last 6 months, how often did your personal doctor spend enough time with you?	91%	↑	92%	↓	91%	↓	90%
Customer Service	91%	↑	90%	↓	92%	↓	90%
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	85%	↑	83%	↑	86%	↑	83%
In the last 6 months, how often did your health plan's customer staff service treat you with courtesy and respect?	94%	↑	93%	↑	94%	↓	94%
In the last 6 months, how often were the forms from your health plan easy to fill out?	95%	↑	95%	↓	95%	↓	95%
Care Coordination	87%	↓	88%	↓	86%	↓	87%
In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?	96%	↓	96%	↓	95%	↓	95%
In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?	85%	↓	87%	↓	87%	↓	85%
In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did you get those results as soon as you needed them?	87%	↓	87%	↓	88%	↓	86%
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	84%	↓	83%	↓	82%	↑	82%
In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?	NA		90%	↓	NA		88%
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	81%	↓	84%	↑	81%	↓	80%

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CAHPS® 2019 Medicare Survey Results for Pennsylvania and West Virginia

Survey Questions	2019 PA Medicare Advantage HMO		2019 PA Medicare Advantage PPO		2019 WV Medicare Advantage PPO		2019 CMS National Average
Getting Needed Prescription Drugs	92%	↓	91%	↓	90%	↓	90%
In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?	90%	↓	91%	↑	89%	↓	89%
In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at a local pharmacy?	93%	↓	92%	↓	91%	↓	92%
In the last 6 months, how often was it easy to use your prescription drug plan to fill prescriptions by mail?	91%	↑	90%	↓	90%	↑	89%
Staying Healthy							
Influenza Vaccination (Respondents answering "Yes")	75%	↓	79%	↑	76%	↓	75%
Single Items							
Ever delay filling Prescribed Medicines because of cost? (Respondents answering "No")	88%	↓	86%	↓	85%	↓	88%
Pneumonia Shot (Respondents answering "Yes")	74%	↓	82%	↑	76%	↓	74%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.	53%	↑	50%	↑	43%	↑	53%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.	32%	↑	24%	↑	25%	↑	32%
Do you have serious difficulty walking or climbing stairs?	89%	↑	90%	↑	90%	↑	89%
Do you have difficulty dressing or bathing?	69%	↓	77%	↓	65%	↓	69%
Because of physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	90%	↑	93%	↑	88%	↑	90%
In the last 6 months, did you spend one or more nights in a hospital?	84%	↓	87%	↑	77%	↓	84%
Do you ever use the internet at home?	65%	↑	67%	↑	58%	↑	65%

YELLOW shading indicates EQUAL or BELOW the 2019 CMS National Average.

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NA = either too few beneficiaries answered the question to permit reporting or the score had very low reliability

CAHPS® 2019 Medicare Advantage Blue Rx Survey Comparison

Survey Questions	2019 Medicare Advantage Blue Rx	2019 CMS National Average
Rating of Drug Plan	82%	↓ 82%
Getting Needed Prescription Drugs	89%	↓ 89%
In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?	87%	↓ 89%
In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at a local pharmacy?	91%	↓ 90%
In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?	NA	87%
Single Items		
In the last 6 months, did you spend one or more nights in a hospital?	NA	86%
Ever delay filling prescribed medicines because of cost?	88%	↑ 88%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.	47%	↓ 50%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.	26%	↑ 26%
Do you have serious difficulty walking or climbing stairs?	70%	↓ 70%
Do you have difficulty dressing or bathing?	89%	↓ 89%
Because of physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	82%	↓ 82%
Do you ever use the internet at home?	66%	↓ 66%

YELLOW shading indicates EQUAL or BELOW the 2019 CMS National Average.

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NA = either too few beneficiaries answered the question to permit reporting or the score had very low reliability

CAHPS® 2019 Delaware Commercial Survey Results

Survey Questions	Highmark BCBS DE HMO/POS/EPO/PPO Rates	2019 Quality Compass All LOBs 90th Percentile
Personal Doctor	85.8% ↑	89.8%
Specialist	85.3% ↓	89.2%
All Health Care	80.4% ↑	84.2%
Health Plan	70.1% ↑	77.6%
Getting Needed Care	90.0% ↑	91.0%
Ease of getting care, tests, treatment needed	92.8% ↑	94.0%
Obtained appointment with specialist as soon as needed	87.3% ↑	89.0%
Getting Care Quickly	84.3% ↓	90.0%
Obtained needed care right away	87.1% ↑	91.2%
Obtained appointment for care as soon as needed	81.5% ↓	88.6%
How Well Doctors Communicate	97.1% ↑	97.4%
Doctors explained things in an understandable way	98.1% ↑	98.4%
Doctors listened carefully to you	97.2% ↑	97.4%
Doctors showed respect for what you had to say	97.7% ↑	98.3%
Doctors spent enough time with you	95.3% ↑	96.5%
Customer Service	89.1% ↑	94.4%
Getting information/help from customer service	82.1% ↑	91.2%
Treated with courtesy and respect by customer service staff	96.2% ↑	98.8%
Claims Processing	91.2% ↑	94.3%
Claims handled quickly	89.8% ↑	93.4%
Claims handled correctly	92.6% ↑	95.6%
Plan Information on Costs <small>(Rolling Average)</small>	57.8% ↓	68.1%
Able to find out from health plan cost of health care service or equipment	53.4% ↓	70.4%
Able to find out from health plan cost of prescription medicines	62.1% ↓	70.2%
Shared Decision Making	83.5% ↑	85.1%
Doctor/health provider talked about reasons you might want to take a medicine	92.2% ↓	96.8%
Doctor/health provider talked about reasons you might not want to take a medicine	76.0% ↑	80.3%
Doctor/health provider asked you what you thought was best when starting or stopping a prescription medicine	82.2% ↑	82.9%
Health Promotion & Education		
Doctor/health provider talked about specific things you could do to prevent illness	78.3% ↑	81.4%
Coordination of Care		
Personal doctor seem informed and up-to-date about the care from doctors or other health providers.	90.3% ↑	88.4%
Providing Needed Information		
Written materials or the Internet provided the information needed about how health plan works	63.7% ↑	66.5%
Ease of Filling out Forms		
Forms were easy to fill out	96.0% ↑	97.9%

Yellow shading indicates score EQUAL to or BELOW the NCQA's 2019 Quality Compass 90th percentile

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*Rates are single statistics generated for a survey question. In general, Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually"; "Yes;" or "8," "9," and "10")

CAHPS® 2019 West Virginia Commercial Survey Results

Survey Questions	Highmark BCBS WV Rates	2019 Quality Compass PPO 90th Percentile
Rating of Personal Doctor	85.8%	↑ 89.6%
Rating of Specialist	83.2%	↑ 89.5%
Rating of All Health Care	77.6%	↑ 83.9%
Rating of Health Plan	65.4%	↑ 75.2%
Getting Needed Care	89.7%	↑ 91.1%
Ease of getting care, tests, treatment needed	93.4%	↑ 94.1%
Obtained appointment with specialist as soon as needed	86.0%	↑ 89.3%
Getting Care Quickly	87.6%	↑ 90.5%
Obtained needed care right away	88.9%	↑ 93.8%
Obtained appointment for care as soon as needed	86.3%	↑ 88.6%
How Well Doctors Communicate	95.5%	↓ 97.4%
Doctors explained things in an understandable way	97.4%	↑ 98.5%
Doctors listened carefully to you	94.8%	↓ 97.6%
Doctors showed respect for what you had to say	96.3%	↔ 98.4%
Doctors spent enough time with you	93.7%	↓ 96.5%
Customer Service	88.6%	↑ 94.6%
Getting information/help from customer service	79.9%	↑ 91.2%
Treated with courtesy and respect by customer service staff	97.4%	↑ 98.3%
Claims Processing	90.0%	↑ 94.4%
Claims handled quickly	89.7%	↑ 94.3%
Claims handled correctly	90.2%	↓ 96.1%
Plan Information on Costs <i>(Rolling Average)</i>	63.5%	↑ 67.9%
Able to find out from health plan cost of health care service or equipment	66.7%	↑ 70.4%
Able to find out from health plan cost of prescription medicines	60.4%	↓ 68.4%
Shared Decision Making	80.3%	↓ 85.5%
Doctor/health provider talked about reasons you might want to take a medicine	95.3%	↑ 96.7%
Doctor/health provider talked about reasons you might not want to take a medicine	71.6%	↑ 80.3%
Doctor/health provider asked you what you thought was best when starting or stopping a prescription medicine	74.0%	↓ 82.1%
Health Promotion & Education		
Doctor/health provider talked about specific things you could do to prevent illness	75.9%	↑ 81.9%
Coordination of Care		
Personal doctor seem informed and up-to-date about the care from doctors or other health providers.	88.0%	↑ 87.6%
Providing Needed Information		
Written materials or the Internet provided the information needed about how health plan works	68.1%	↑ 74.1%
Ease of Filling out Forms		
Forms were easy to fill out	97.2%	↑ 97.9%

Yellow shading indicates score EQUAL to or BELOW the NCQA's 2019 Quality Compass 90th percentile

↑ ↓ ↔ Indicates above, below, or equal to previous year results

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2019 Marketplace Qualified Health Plan Enrollee Experience Survey (EES)

Survey Questions	Highmark Inc. EPO Rates		Highmark Delaware EPO Rates		First Priority Health HMO Rates		HHIC EPO Rates*	Highmark Choice Company EPO Rates*	2018 CMS National Data
Personal Doctor	94.3	↓	89.5	↔	89.9	↑	87.6	89.6	88.4
Specialist	85.5	↓	85.0	↓	88.7	↑	88.0	85.8	86.8
All Health Care	76.2	↓	78.1	↓	75.2	↓	75.3	75.8	82.3
Health Plan	59.1	↓	67.6	↓	59.3	↓	63.1	58.7	74.5
Getting Needed Care Composite	77.2	↓	75.5	↓	75.7	↓	74.1	75.3	78.6
Ease of getting care, tests, treatment needed	77.3	↓	79.1	↓	77.8	↓	77.1	77.2	79.8
Obtained appointment with specialist as soon as needed	77.1	↓	71.8	↓	73.6	↓	71.2	73.4	77.4
Getting Care Quickly Composite	85.5	↑	79.3	↓	77.4	↓	73.1	74.2	78.4
Obtained needed care right away	88.3	↑	80.1	↓	78.8	↓	70.7	73.9	81.1
Obtained appointment for care as soon as needed	82.6	↑	78.4	↓	76.1	↓	75.4	74.4	75.8
How Well Doctors Communicate	96.1	↑	92.0	↓	91.8	↑	87.1	90.3	89.8
Doctors explained things in an understandable way	98.1	↑	91.7	↓	91.6	↑	87.4	91.0	90.0
Doctors listened carefully to you	96.3	↑	91.7	↓	91.5	↓	87.6	89.9	89.9
Doctors showed respect for what you had to say	96.3	↑	95.2	↑	93.4	↓	88.4	91.5	92.1
Doctors spent enough time with you	93.5	↑	89.6	↑	90.9	↑	85.0	89.0	87.1
Customer Service (Plan Administration) Composite	64.1	x	68.5	↑	66.8	↓	65.1	64.6	x
Getting information/help from customer service	62.1	↓	66.7	↓	58.8	↓	57.0	60.8	72.9
Treated with courtesy and respect by customer service staff	82.7	↓	88.8	↑	85.3	↑	81.5	82.2	87.6
Longer than expected wait time to speak with customer service staff	63.2	↓	66.7	↑	69.4	↑	62.9	67.4	62.0
Forms were easy to fill out	59.6	x	63.7	↑	61.9	↑	53.1	56.0	67.6
Explanation of Forms	52.9	x	56.7	↓	58.6	↓	61.3	56.6	70.9
Access to Information Composite	39.0	x	46.5	↓	42.2	↓	43.1	40.8	57.8
Providing Needed Information	42.9	↓	57.7	↓	48.5	↓	49.9	47.6	60.9
Able to find out from health plan cost of health care service or equipment	35.6	x	42.8	↓	39.5	↓	38.5	39.6	53.8
Able to find out from health plan cost of prescription medicines	38.7	↓	39.0	↓	38.7	↓	41.0	35.3	58.9
Care Coordination Composite	N/A		82.5	↓	83.4	↑	81.5	82.8	83.4
Doctor had medical records or other information about your care	96.3	↑	94.6	↓	94.3	↓	92.0	93.4	91.6
Personal doctor's office followed up to give you test results	87.9	↑	81.9	↑	82.6	↑	78.6	82.0	x
Got test results as soon as you needed	91.2	↑	85.4	↑	86.6	↑	82.5	82.8	x
Doctor talked about prescription medicines	90.3	↑	89.2	↑	88.3	↑	85.2	88.7	82.5
Got help managing care	N/A		68.3	↓	71.4	↓	72.7	77.3	79.4
Doctor informed and up-to-date about specialty care	79.6	↑	76.8	↓	78.6	↑	77.2	72.0	76.2
Cultural Competence Composite	N/A		57.2	x	N/A		65.2	53.1	69.5
Obtained interpreter when needed	N/A		17.6	↑	N/A		38.6	4.8	64.6
Forms available in needed format	N/A		70.0	↑	70.7	↑	69.8	63.5	60.3
Forms available in preferred language	82.5	x	84.0	↓	87.1	↓	87.2	91.1	89.4

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2019 Marketplace Qualified Health Plan Enrollee Experience Survey (EES)

Survey Questions	Highmark Inc. EPO Rates		Highmark Delaware EPO Rates		First Priority Health HMO Rates		HHIC EPO Rates*	Highmark Choice Company EPO Rates*	2018 CMS National Data
Cost Composite	75.9	↑	76.3	↓	73.9	↓	74.4	74.8	78.8
Health plan did not pay for needed care	76.1	↑	77.4	↓	76.7	↓	74.1	77.4	77.1
Paid out of own pocket for care you thought would be covered	72.1	↑	72.6	↑	67.9	↓	69.4	68.7	75.8
Delayed or did not visit doctor because you were worried about cost	69.6	↓	73.2	↓	67.6	↓	70.6	71.4	76.0
Delayed or did not fill prescriptions because you were worried about cost	85.7	↑	81.9	↓	83.3	↓	83.5	81.7	86.3

Yellow shading indicates score EQUAL to or BELOW the 2018 CMS National Data

N/A = Either too few beneficiaries answered the question to permit reporting or the score had very low reliability, or question not asked on survey.

↑ ↓ ↔ Indicates above, below, or equal to previous year results; X= No data or unable to trend from prior year.

CMS National Data is a collection of data from plans conducting the Qualified Health Plan Enrollee Experience Survey with CMS in 2018. The scores shown in this report reflect the scores for all respondents.

*First year survey fielded