

# 2022 CAHPS® Survey Results Medicare Advantage

	Freedom Blue PPO		Security Blue HMO		2022 CMS National Average
Personal Doctor	92.6%	↓	92.5%	↓	91.8%
Specialist	90.2%	↓	90.3%	↓	89.9%
All Health Care	87.4%	↓	87.8%	↓	86.8%
Health Plan	88.6%	↓	89.1%	↓	87.8%
Drug Plan Rating	86.8%	↑	87.7%	↓	87.4%
<b>Getting Needed Care</b>	84.1%	↓	84.6%	↓	81.7%
Ease of getting care, tests, treatment needed	84.4%	↓	85.0%	↓	82.8%
Obtained appointment with specialist as soon as needed	83.8%	↓	84.3%	↓	80.6%
<b>Getting Care Quickly</b>	80.2%	↓	81.2%	↓	77.7%
Obtained needed care right away	86.9%	↓	87.2%	↓	85.8%
Obtained appointment for care as soon as needed	85.6%	↓	86.2%	↓	82.5%
Provider seen within 15 minutes of appointment time	68.1%	↓	70.2%	↓	64.9%
<b>How Well Doctors Communicate</b>	93.1%	↓	92.8%	↑	91.7%
Doctors explained things in an understandable way	91.9%	↓	92.1%	↑	91.2%
Doctors listened carefully to you	93.6%	↓	93.0%	↑	92.0%
Doctors showed respect for what you had to say	95.0%	↓	94.4%	↑	93.8%
Doctors spent enough time with you	91.9%	↓	91.6%	↓	89.8%
<b>Customer Service</b>	92.0%	↓	93.2%	↑	90.3%
Getting information/help from customer service	85.6%	↓	87.3%	↑	82.2%
Treated with courtesy and respect by customer service staff	94.9%	↓	96.1%	↑	93.4%
Health plan forms easy to fill out	95.6%	↓	96.3%	↑	95.2%
<b>Coordination of Care</b>	88.1%	↑	87.8%	↑	86.5%
Doctor had medical records or other information about your care	96.1%	↓	96.2%	↓	94.5%
Personal doctor's office followed up to give you test results	84.9%	↓	85.1%	↓	84.0%
Got test results as soon as you needed	87.4%	↓	87.4%	↓	85.3%
Doctor talked about prescription medicines	82.9%	↓	83.1%	↑	81.8%
Got help managing care	61.3%	↓	59.3%	↓	58.7%
Personal doctor seemed informed and up to date about the care from doctors or other health providers	80.7%	↓	80.7%	↓	79.6%

↓ ↔ ↑ Indicates below, equal, or above 2021 results; Rates are single statistics generated for a survey question. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# 2022 CAHPS® Survey Results Medicare Advantage Blue Rx

	Medicare Advantage Blue Rx		2022 CMS National Average
Drug Plan Rating	81.7%	↓	81.3%
<b>Getting Needed Prescription Drugs</b>	88.4%	↓	89.2%
Ease of use of prescription drug plan to obtain prescribed medications	87.7%	↓	88.5%
Ease of use of prescription drug plan to fill prescribed medications at local pharmacy	89.5%	↓	89.9%
Ease of use of prescription drug plan to fill prescribed medications by mail	85.1%	↓	87.9%
<b>Single Item</b>			
In the last 6 months, did you spend one or more nights in a hospital? <small>A lower rate indicates better performance</small>	NA	NA	89.4%
Ever delay filling prescribed medicines because of cost?	89.7%	↓	89.7%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.	48.4%	↑	52.1%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.	24.1%	↑	22.5%
Do you have serious difficulty walking or climbing stairs? <small>A lower rate indicates better performance</small>	68.3%	↑	73.8%
Do you have difficulty dressing or bathing? <small>A lower rate indicates better performance</small>	89.5%	↑	90.6%
Because of physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping? <small>A lower rate indicates better performance</small>	81.8%	↑	84.4%
Do you ever use the internet at home?	63.4%	↓	77.7%

↓ ↔ ↑ Indicates below, equal, or above 2021 results; Rates are single statistics generated for a survey question. NA – either too few beneficiaries answered the question to permit reporting, or the score had very low reliability, no comparison available. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# 2022 CAHPS® Survey Results Commercial EPO/PPO

Highmark Inc.  
EPO/PPO

2022 Quality  
Compass® EPO/PPO  
90<sup>th</sup> Percentile

Personal Doctor	88.9%	↓	90.4%
Specialist	86.1%	↓	90.2%
All Health Care	83.6%	↓	84.0%
Health Plan	72.7%	↓	78.9%
<b>Getting Needed Care</b>	90.3%	↑	90.7%
Ease of getting care, tests, treatment needed	93.6%	↑	92.2%
Obtained appointment with specialist as soon as needed	87.1%	↑	89.6%
<b>Getting Care Quickly</b>	88.3%	↓	89.8%
Obtained needed care right away	90.5%	↓	94.4%
Obtained appointment for care as soon as needed	86.2%	↓	88.2%
<b>How Well Doctors Communicate</b>	98.0%	↑	97.6%
Doctors explained things in an understandable way	98.0%	↓	98.6%
Doctors listened carefully to you	98.0%	↓	98.0%
Doctors showed respect for what you had to say	98.0%	↑	98.9%
Doctors spent enough time with you	98.0%	↑	96.8%
<b>Customer Service</b>	95.7%	↑	96.8%
Getting information/help from customer service	91.4%	↑	93.5%
Treated with courtesy and respect by customer service staff	100%	↑	100%
<b>Claims Processing</b>	95.2%	↑	94.2%
Claims handled quickly	93.7%	↓	94.0%
Claims handled correctly	96.8%	↑	95.5%
<b>Coordination of Care</b>			
Personal doctor seemed informed and up to date about the care from doctors or other health providers	91.4%	↑	89.4%
<b>Ease of Filling out Forms</b>			
Forms were easy to fill out	95.3%	↓	98.5%

↓ ↔ ↑ Indicates above, below, or equal to previous year results; \*Rates are single statistics generated for a survey question. Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually"; "Yes;" or "8," "9", and "10"); CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ); Quality Compass® is a registered trademark of the National Committee for Quality Assurance.

# 2022 CAHPS® Survey Results Commercial EPO/PPO

	Highmark Health Insurance Company PPO		Highmark Benefits Group EPO/PPO		2022 Quality Compass® EPO/PPO 90 <sup>th</sup> Percentile
Personal Doctor	83.9%	↓	87.9%	↑	90.4%
Specialist	89.1%	↑	83.6%	↓	90.2%
All Health Care	86.6%	↑	77.6%	↓	84.0%
Health Plan	71.3%	↓	64.2%	↑	78.9%
<b>Getting Needed Care</b>	88.9%	↓	89.3%	↓	90.7%
Ease of getting care, tests, treatment needed	91.5%	↓	91.9%	↑	92.2%
Obtained appointment with specialist as soon as needed	86.4%	↓	86.8%	↓	89.6%
<b>Getting Care Quickly</b>	88.2%	↓	86.3%	↓	89.8%
Obtained needed care right away	93.0%	↓	90.9%	↓	94.4%
Obtained appointment for care as soon as needed	83.3%	↓	81.6%	↓	88.2%
<b>How Well Doctors Communicate</b>	96.6%	↓	95.9%	↓	97.6%
Doctors explained things in an understandable way	97.0%	↓	97.8%	↓	98.6%
Doctors listened carefully to you	96.2%	↓	95.6%	↓	98.0%
Doctors showed respect for what you had to say	97.7%	↓	97.8%	↓	98.9%
Doctors spent enough time with you	95.5%	↓	92.3%	↓	96.8%
<b>Customer Service</b>	87.4%	↑	89.9%	↑	96.8%
Getting information/help from customer service	85.0%	↑	84.0%	↑	93.5%
Treated with courtesy and respect by customer service staff	89.7%	↑	95.8%	↑	100%
<b>Claims Processing</b>	91.1%	↓	89.8%	↓	94.2%
Claims handled quickly	90.9%	↑	90.7%	↓	94.0%
Claims handled correctly	91.3%	↓	88.9%	↓	95.5%
<b>Coordination of Care</b>					
Personal doctor seemed informed and up to date about the care from doctors or other health providers	85.4%	↓	91.5%	↓	89.4%
<b>Ease of Filling out Forms</b>					
Forms were easy to fill out	98.2%	↓	95.9%	↓	98.5%

↓ ↔ ↑ Indicates above, below, or equal to previous year results; \*Rates are single statistics generated for a survey question. Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually"; "Yes;" or "8," "9", and "10"); CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ); Quality Compass® is a registered trademark of the National Committee for Quality Assurance.

# 2022 Enrollee Experience Survey Results On Exchange

	Highmark Inc. EPO		2021 CMS National Data
Personal Doctor	90.7	↑	88.1
Specialist	88.7	↑	96.3
All Health Care	83.8	↑	81.1
Health Plan	76.0	↑	72.3
<b>Getting Needed Care</b>	79.0	↑	73.5
Ease of getting care, tests, treatment needed	83.4	↑	78.1
Obtained appointment with specialist as soon as needed	74.5	↓	68.8
<b>Getting Care Quickly</b>	78.1	↑	74.5
Obtained needed care right away	77.2	↑	73.5
Obtained appointment for care as soon as needed	79.0	↔	75.6
<b>How Well Doctors Communicate</b>	93.3	↑	88.9
Doctors explained things in an understandable way	93.1	↑	89.1
Doctors listened carefully to you	92.8	↑	88.9
Doctors showed respect for what you had to say	94.7	↑	91.5
Doctors spent enough time with you	92.4	↑	86.3
<b>Customer Service</b>	75.2	↑	70.5
Getting information/help from customer service	67.2	↑	66.1
Treated with courtesy and respect by customer service staff	89.4	↑	84.8
Longer than expected wait time to speak with customer service staff	73.5	↑	68.5
Forms were easy to fill out	71.6	↑	68.2
Explanation of Forms	74.2	↑	64.9
<b>Access to Information Composite</b>	54.2	↑	51.8
Providing Needed Information	59.7	↓	58.8
Able to find out from health plan cost of health care service or equipment	51.7	↑	48.9
Able to find out from health plan cost of prescription medicines	51.1	↑	47.7
<b>Coordination of Care</b>	84.7	↑	83.2
Doctor had medical records or other information about your care	95.6	↑	90.3
Personal doctor's office followed up to give you test results	84.2	↓	86.7
Got test results as soon as you needed	88.4	↑	86.7
Doctor seemed informed and up to date about specialty care	78.9	↑	74.4
Doctor talked about prescription medicines	86.4	↓	84.7
Got help managing care	76.2	↑	80.1
<b>Cultural Competence Composite</b>			
Forms available in preferred language	87.5	↓	85.1
<b>Cost Composite</b>	83.3	↑	79.8
Health plan did not pay for needed care	83.3	↑	78.5
Paid out of own pocket for care you thought would be covered	79.3	↑	76.7
Delayed or did not visit doctor because you were worried about cost	79.1	↑	76.6
Delayed or did not fill prescriptions because you were worried about cost	91.5	↑	87.6

↓ ↔ ↑ Indicates below, equal, or above 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"); This information is issued on behalf of Highmark Inc. d/b/a Highmark Blue Shield and its affiliated Blue companies, including Highmark Senior Health Company, Highmark Health Insurance Company, Highmark Choice Company, and Highmark Benefits Group, all of which are independent licensees of the Blue Cross Blue Shield Association. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.