2023 CAHPS [®] Survey Result Highmark BCBSD Inc. Medicare Advantage	Freedom Blue PPO¹ Rates*
Personal Doctor	91.0%
Specialist	NA
All Health Care	85.0%
Health Plan	88.1%
Drug Plan Rating	86.9%
Getting Needed Care	75.6%
Ease of getting care, tests, treatment needed	77.4%
Obtained appointment with specialist as soon as needed	73.7%
Getting Care Quickly	73.4%
Obtained needed care right away	77.5%
Obtained appointment for care as soon as needed	61.9%
Provider seen within 15 minutes of appointment time	91.2%
How Well Doctors Communicate	90.2%
Doctors explained things in an understandable way	NA
Doctors listened carefully to you	93.5%
Doctors showed respect for what you had to say	90.2%
Doctors spent enough time with you	77.5%
Customer Service	92.1%
Getting information/help from customer service	87.2%
Treated with courtesy and respect by customer service staff	95.4%
Health plan forms easy to fill out	93.6%
Coordination of Care	85.9%
Doctor had medical records or other information about your care	95.5%
Personal doctor's office followed up to give you test results	78.2%
Got test results as soon as you needed	81.0%
Doctor talked about prescription medicines	84.0%
Got help managing care	NA
Personal doctor seemed informed and up to date about the care from doctors or other health providers	80.6%

NA – either too few beneficiaries answered the question to permit reporting, or the score had very low reliability and no comparison is available.



2023 CAHPS [®] Survey Results Highmark BCBSD Inc. Medicare Advantage Blue Rx	Medicare Advantage Blue Rx Rates*
Drug Plan Rating	83.5%
Getting Needed Prescription Drugs	89.7%
Ease of use of prescription drug plan to obtain prescribed medications	88.7%
Ease of use of prescription drug plan to fill prescribed medications at local pharmacy	90.5%
Ease of use of prescription drug plan to fill prescribed medications by mail	89.9%
Single Item	
In the last 6 months, did you spend one or more nights in a hospital? A lower rate indicates better performance	NA
Ever delay filling prescribed medicines because of cost?	92.3%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.	49.4%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.	25.6%
Do you have serious difficulty walking or climbing stairs? A lower rate indicates better performance	72.7%
Do you have difficulty dressing or bathing? A lower rate indicates better performance	89.2%
Because of physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping? A lower rate indicates better performance	81.6%
Do you ever use the internet at home?	70.7%

NA – either too few beneficiaries answered the question to permit reporting, or the score had very low reliability and no comparison is available.



2023 CAHPS® Survey Results Highmark Blue Cross Blue Shield Commercial HMO/EPO/PPO

Highmark Blue Cross Blue Shield HMO/EPO/ PPO Rates*

Personal Doctor	83.0%	\
Specialist	87.6%	\
All Health Care	73.6%	\
Health Plan	70.3%	\
Getting Needed Care	82.2%	\
Ease of getting care, tests, treatment needed	85.1%	\
Obtained appointment with specialist as soon as needed	79.3%	↑
Getting Care Quickly	81.3%	\
Obtained needed care right away	86.7%	\
Obtained appointment for care as soon as needed	76.0%	\
How Well Doctors Communicate	94.2%	\
Doctors explained things in an understandable way	95.4%	\
Doctors listened carefully to you	93.8%	\
Doctors showed respect for what you had to say	96.2%	\
Doctors spent enough time with you	91.5%	\
Customer Service	83.0%	\
Getting information/help from customer service	70.2%	\
Treated with courtesy and respect by customer service staff	95.7%	↑
Claims Processing	86.6%	\
Claims handled quickly	82.1%	+
Claims handled correctly	91.0%	↑
Coordination of Care		
Personal doctor seemed informed and up to date about the care from doctors or other health providers	83.8%	1
Ease of Filling out Forms		
Forms were easy to fill out	98.0%	<u> </u>

 $\downarrow \leftrightarrow \uparrow$ Indicates below, equal, or above 2022 results



Personal Doctor Specialist Specia	2023 Enrollee Experience Survey Results Highmark Blue Cross Blue Shield Exchange PPO	Exchange PPO ¹ Rates*
All Health Plan 74.4 Health Plan 77.6 Getting Needed Care 8.8.8 Ease of getting care, tests, treatment needed 76.0 Obtained appointment with specialist as soon as needed 61.6 Getting Care Quickly 72.8 Obtained appointment for care as soon as needed 73.5 Obtained appointment for care as soon as needed 73.5 Obtained appointment for care as soon as needed 73.5 Obtained appointment for care as soon as needed 73.5 Obtained appointment for care as soon as needed 73.5 Obtained appointment for care as soon as needed 73.5 Obtained appointment for care as soon as needed 73.5 Obtained appointment for care as soon as needed 73.5 Obtained appointment for care as soon as needed 73.5 How Well Doctors Communicate 86.9 Doctors explained things in an understandable way 86.9 Doctors should respect for what you had to say 90.9 Doctors showed respect for what you had to say 90.9 Doctors spent enough time with you 84.6 Customer Service 71.4 Getting information/help from customer service 71.4 Getting information/help from customer service staff 83.6 Longer than expected wait time to speak with customer service staff 83.6 Corrise was easy to fill out 71.9 Explanation of Forms 81.5 Access to Information Composite 73.2 Forms were easy to fill out 71.9 Explanation of Forms 83.3 Able to find out from health plan cost of health care service or equipment 85.5 Able to find out from health plan cost of prescription medicines 85.3 Able to find out from health plan cost of prescription medicines 80.1 Coordination of Care 82.5 Doctor had medical records or other information about your care 90.9 Personal doctor's office followed up to give you test results 78.3 Got test results as soon as you needed 93.8 Doctor had medical records or other information about your care 90.9 Personal doctor's office followed up to give you test results 93.6 Cot test results as soon as you needed 93.8 Doctor had medical records or other information about your care 93.9 Poctor talked about prescription medicines 93.8 Bot help managing care 93.8 Cot test results as s	Personal Doctor	86.6
Health Plan Setting Needed Care 68.8 Ease of getting care, tests, treatment needed Obtained appointment with specialist as soon as needed 61.6 Setting Care Quickly 72.8 Obtained needed care right away 73.5 Obtained appointment for care as soon as needed 72.1 How Well Doctors Communicate 87.4 Doctors explained things in an understandable way 86.9 Doctors listened carefully to you 87.3 Doctors showed respect for what you had to say 90.9 Doctors showed respect for what you had to say 90.9 Doctors spent enough time with you 84.6 Customer Service 71.4 Getting information/help from customer service staff 63.6 Longer than expected wait time to speak with customer service staff 73.2 Longer than expected wait time to speak with customer service staff 74.9 Explanation of Forms 61.5 Access to Information Composite 75.3 Albe to find out from health plan cost of prescription medicines Doctor had medical records or other information about your care Personal doctor's office followed up to give you test results 78.3 Doctor talked about prescription medicines 63.6 Got help managing care Custural Competence Composite Forms available in preferred language 71.8 Forms available in preferred language Forms available in preferred language 72.6 Cot composite * Lower rates indicate better scores Health plan did not pay for needed care Paid out of own pocket for care you thought would be covered 76.0 Delayed or did not visit doctor because you were worried about cost	Specialist	82.7
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Doctor informed and up to date about specialty care Doctor talked about prescription medicines Got help managing care **Cultural Competence Composite** Forms available in preferred language **Total Cost Composite** Lower rates indicate better scores. Health plan did not pay for needed care Paid out of own pocket for care you thought would be covered Delayed or did not visit doctor because you were worried about cost 71.8 71.8 71.8 71.8 71.8 71.8 71.8 81.8 81.7 72.8	Personal doctor's office followed up to give you test results	78.3
Doctor talked about prescription medicines Got help managing care 81.8 Cultural Competence Composite Forms available in preferred language 13.7 Cost Composite ^ Lower rates indicate better scores. Health plan did not pay for needed care Paid out of own pocket for care you thought would be covered Delayed or did not visit doctor because you were worried about cost 79.8	Got test results as soon as you needed	84.3
Got help managing care Cultural Competence Composite Forms available in preferred language Cost Composite ^ Lower rates indicate better scores. Health plan did not pay for needed care Paid out of own pocket for care you thought would be covered Delayed or did not visit doctor because you were worried about cost 81.8 81.8 81.8 63.7 64.0 75.0 79.8	Doctor informed and up to date about specialty care	71.8
Got help managing care Cultural Competence Composite Forms available in preferred language Cost Composite ^ Lower rates indicate better scores. Health plan did not pay for needed care Paid out of own pocket for care you thought would be covered Delayed or did not visit doctor because you were worried about cost 81.8 81.8 81.8 13.7 6.0 79.8		87.8
Cultural Competence CompositeForms available in preferred language13.7Cost Composite ^ Lower rates indicate better scores.82.2Health plan did not pay for needed care81.7Paid out of own pocket for care you thought would be covered76.0Delayed or did not visit doctor because you were worried about cost79.8		81.8
Forms available in preferred language Cost Composite ^ Lower rates indicate better scores. Health plan did not pay for needed care Paid out of own pocket for care you thought would be covered Delayed or did not visit doctor because you were worried about cost 13.7 82.2 81.7 Paid out of own pocket for care you thought would be covered 76.0 79.8		
Cost Composite ^ Lower rates indicate better scores.82.2Health plan did not pay for needed care81.7Paid out of own pocket for care you thought would be covered76.0Delayed or did not visit doctor because you were worried about cost79.8		13.7
Health plan did not pay for needed care 81.7 Paid out of own pocket for care you thought would be covered 76.0 Delayed or did not visit doctor because you were worried about cost 79.8		82.2
Paid out of own pocket for care you thought would be covered Delayed or did not visit doctor because you were worried about cost 76.0 79.8		81.7
Delayed or did not visit doctor because you were worried about cost 79.8		76.0
·		
	·	91.4

*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"). 1First year survey fielded. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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