

# 2023 CAHPS® Survey Result Highmark BCBSD Inc. Medicare Advantage

Freedom  
Blue PPO<sup>1</sup>  
Rates\*

Personal Doctor	91.0%
Specialist	NA
All Health Care	85.0%
Health Plan	88.1%
Drug Plan Rating	86.9%
<b>Getting Needed Care</b>	<b>75.6%</b>
Ease of getting care, tests, treatment needed	77.4%
Obtained appointment with specialist as soon as needed	73.7%
<b>Getting Care Quickly</b>	<b>73.4%</b>
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%
<b>How Well Doctors Communicate</b>	<b>90.2%</b>
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%
<b>Customer Service</b>	<b>92.1%</b>
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%
<b>Coordination of Care</b>	<b>85.9%</b>
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%
<b>Getting Needed Prescription Drugs</b>	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%
<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
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? <small>A lower rate indicates better performance</small>	72.7%
Do you have difficulty dressing or bathing? <small>A lower rate indicates better performance</small>	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? <small>A lower rate indicates better performance</small>	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%	↓
<b>Getting Needed Care</b>	82.2%	↓
Ease of getting care, tests, treatment needed	85.1%	↓
Obtained appointment with specialist as soon as needed	79.3%	↑
<b>Getting Care Quickly</b>	81.3%	↓
Obtained needed care right away	86.7%	↓
Obtained appointment for care as soon as needed	76.0%	↓
<b>How Well Doctors Communicate</b>	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%	↓
<b>Customer Service</b>	83.0%	↓
Getting information/help from customer service	70.2%	↓
Treated with courtesy and respect by customer service staff	95.7%	↑
<b>Claims Processing</b>	86.6%	↓
Claims handled quickly	82.1%	↓
Claims handled correctly	91.0%	↑
<b>Coordination of Care</b>		
Personal doctor seemed informed and up to date about the care from doctors or other health providers	83.8%	↑
<b>Ease of Filling out Forms</b>		
Forms were easy to fill out	98.0%	↑

↓ ↔ ↑ Indicates below, equal, or above 2022 results

2023 Enrollee Experience Survey Results Highmark Blue Cross Blue Shield Exchange PPO	Exchange PPO <sup>1</sup> Rates*
Personal Doctor	86.6
Specialist	82.7
All Health Care	79.6
Health Plan	74.4
<b>Getting Needed Care</b>	68.8
Ease of getting care, tests, treatment needed	76.0
Obtained appointment with specialist as soon as needed	61.6
<b>Getting Care Quickly</b>	72.8
Obtained needed care right away	73.5
Obtained appointment for care as soon as needed	72.1
<b>How Well Doctors Communicate</b>	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 spent enough time with you	84.6
<b>Customer Service</b>	71.4
Getting information/help from customer service	67.0
Treated with courtesy and respect by customer service staff	83.6
Longer than expected wait time to speak with customer service staff	73.2
Forms were easy to fill out	71.9
Explanation of Forms	61.5
<b>Access to Information Composite</b>	53.6
Providing Needed Information	58.3
Able to find out from health plan cost of health care service or equipment	52.5
Able to find out from health plan cost of prescription medicines	50.1
<b>Coordination of Care</b>	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	84.3
Doctor informed and up to date about specialty care	71.8
Doctor talked about prescription medicines	87.8
Got help managing care	81.8
<b>Cultural Competence Composite</b>	
Forms available in preferred language	13.7
<b>Cost Composite</b> <sup>^</sup> Lower rates indicate better scores.	82.2
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
Delayed or did not fill prescriptions because you were worried about cost	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"). <sup>1</sup>First year survey fielded. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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