

2023 CAHPS® Survey Results Medicare Advantage

Freedom
Blue PPO
Rates*

Security
Blue HMO
Rates*

Personal Doctor	91.8%	↓	93.8%	↑
Specialist	90.5%	↑	91.7%	↑
All Health Care	86.2%	↓	88.1%	↑
Health Plan	87.9%	↓	89.5%	↑
Drug Plan Rating	87.4%	↑	88.5%	↑
Getting Needed Care	81.5%	↓	83.8%	↓
Ease of getting care, tests, treatment needed	83.2%	↓	85.1%	↑
Obtained appointment with specialist as soon as needed	79.8%	↓	82.6%	↓
Getting Care Quickly	79.3%	↓	81.6%	↑
Obtained needed care right away	86.4%	↓	88.5%	↑
Obtained appointment for care as soon as needed	83.6%	↓	85.8%	↓
Provider seen within 15 minutes of appointment time	67.9%	↓	70.5%	↑
How Well Doctors Communicate	92.2%	↓	93.8%	↑
Doctors explained things in an understandable way	91.4%	↓	93.5%	↑
Doctors listened carefully to you	92.6%	↓	93.7%	↑
Doctors showed respect for what you had to say	93.8%	↓	95.0%	↑
Doctors spent enough time with you	91.1%	↓	92.8%	↑
Customer Service	91.3%	↓	92.2%	↓
Getting information/help from customer service	83.4%	↓	85.4%	↓
Treated with courtesy and respect by customer service staff	94.7%	↓	95.4%	↓
Health plan forms easy to fill out	95.8%	↑	95.9%	↓
Coordination of Care	87.0%	↓	87.8%	↓
Doctor had medical records or other information about your care	95.4%	↓	97.0%	↑
Personal doctor's office followed up to give you test results	85.7%	↑	86.1%	↑
Got test results as soon as you needed	87.5%	↑	88.2%	↑
Doctor talked about prescription medicines	83.3%	↑	84.5%	↑
Got help managing care	89.4%	↑	86.2%	↑
Personal doctor seemed informed and up to date about the care from doctors or other health providers	81.4%	↑	83.4%	↑

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

2023 CAHPS® Survey Results 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? <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%	↑

↓ ↔ ↑ Indicates below, equal, or above 2022 results; 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 Commercial HMO	Highmark Choice Company HMO Rates*		First Priority Health HMO Rates*	
Personal Doctor	86.1%	↓	85.7%	↓
Specialist	81.6%	↓	90.6%	↑
All Health Care	79.8%	↓	75.6%	↓
Health Plan	78.0%	↓	72.0%	↑
Getting Needed Care	83.4%	↓	82.8%	↓
Ease of getting care, tests, treatment needed	88.4%	↓	89.6%	↓
Obtained appointment with specialist as soon as needed	78.4%	↓	75.9%	↓
Getting Care Quickly	87.3%	↓	80.9%	↓
Obtained needed care right away	85.2%	↓	83.1%	↓
Obtained appointment for care as soon as needed	89.4%	↑	78.7%	↓
How Well Doctors Communicate	96.8%	↓	97.5%	↑
Doctors explained things in an understandable way	95.7%	↓	97.2%	↔
Doctors listened carefully to you	98.3%	↑	96.5%	↔
Doctors showed respect for what you had to say	98.3%	↑	98.6%	↔
Doctors spent enough time with you	94.9%	↓	97.9%	↑
Customer Service	79.0%	↓	81.3%	↓
Getting information/help from customer service	62.0%	↓	69.6%	↓
Treated with courtesy and respect by customer service staff	95.9%	↑	92.9%	↓
Claims Processing	82.5%	↑	84.8%	↓
Claims handled quickly	82.0%	↓	82.5%	↓
Claims handled correctly	83.1%	↑	87.1%	↓
Coordination of Care				
Personal doctor seemed informed and up to date about the care from doctors or other health providers	90.7%	↔	85.6%	↓
Ease of Filling out Forms				
Forms were easy to fill out	96.5%	↔	97.7%	↔

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

2023 CAHPS® Survey Results Commercial EPO/PPO

Highmark
Inc.
EPO/PPO
Rates*

Highmark
Health
Insurance
Company
PPO
Rates*

	Highmark Inc. EPO/PPO Rates*		Highmark Health Insurance Company PPO Rates*	
Personal Doctor	88.9%	↔	91.7%	↑
Specialist	82.4%	↓	84.4%	↓
All Health Care	81.7%	↓	80.3%	↓
Health Plan	68.8%	↓	73.5%	↑
Getting Needed Care	86.9%	↓	93.0%	↑
Ease of getting care, tests, treatment needed	89.9%	↓	94.3%	↑
Obtained appointment with specialist as soon as needed	83.9%	↓	91.7%	↑
Getting Care Quickly	84.9%	↓	90.2%	↑
Obtained needed care right away	87.0%	↓	93.2%	↑
Obtained appointment for care as soon as needed	82.9%	↓	87.2%	↑
How Well Doctors Communicate	96.7%	↓	98.5%	↑
Doctors explained things in an understandable way	97.3%	↓	96.6%	↓
Doctors listened carefully to you	96.5%	↓	99.1%	↑
Doctors showed respect for what you had to say	98.2%	↑	100.0%	↑
Doctors spent enough time with you	94.7%	↓	98.3%	↑
Customer Service	84.5%	↓	86.4%	↓
Getting information/help from customer service	74.4%	↓	75.8%	↓
Treated with courtesy and respect by customer service staff	94.7%	↓	97.1%	↑
Claims Processing	88.3%	↓	93.9%	↑
Claims handled quickly	87.5%	↓	89.4%	↓
Claims handled correctly	89.1%	↓	98.5%	↑
Coordination of Care				
Personal doctor seemed informed and up to date about the care from doctors or other health providers	85.2%	↓	83.1%	↓
Ease of Filling out Forms				
Forms were easy to fill out	99.3%	↑	98.7%	↑

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



2023 CAHPS® Survey Results Commercial EPO/PPO

Highmark
Benefits
Group
EPO/PPO
Rates*

First Priority
Life
Insurance
Company
PPO Rates*

	Highmark Benefits Group EPO/PPO Rates*		First Priority Life Insurance Company PPO Rates*	
Personal Doctor	84.8%	↓	95.5%	↑
Specialist	80.8%	↓	87.6%	↓
All Health Care	69.2%	↓	78.5%	↓
Health Plan	56.7%	↓	64.4%	↓
Getting Needed Care	82.1%	↓	91.1%	↓
Ease of getting care, tests, treatment needed	83.2%	↓	94.2%	↑
Obtained appointment with specialist as soon as needed	81.1%	↓	87.9%	↓
Getting Care Quickly	81.8%	↓	91.7%	↓
Obtained needed care right away	81.6%	↓	97.9%	↑
Obtained appointment for care as soon as needed	81.9%	↑	85.6%	↓
How Well Doctors Communicate	94.6%	↓	98.6%	↑
Doctors explained things in an understandable way	95.1%	↓	97.6%	↓
Doctors listened carefully to you	95.1%	↓	98.4%	↑
Doctors showed respect for what you had to say	97.1%	↓	100%	↑
Doctors spent enough time with you	91.2%	↓	98.4%	↑
Customer Service	77.6%	↓	76.4%	↓
Getting information/help from customer service	67.7%	↓	69.0%	↓
Treated with courtesy and respect by customer service staff	87.5%	↓	83.7%	↓
Claims Processing	89.8%	↔	88.0%	↓
Claims handled quickly	90.3%	↓	90.9%	↑
Claims handled correctly	89.3%	↑	85.2%	↓
Coordination of Care				
Personal doctor seemed informed and up to date about the care from doctors or other health providers	87.9%	↓	92.0%	↑
Ease of Filling out Forms				
Forms were easy to fill out	96.9%	↑	97.9%	↓

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

2023 Enrollee Experience Survey Results On Exchange EPO	Highmark Inc. EPO Rates*		Highmark Coverage Advantage EPO Rates*	
Personal Doctor	89.3	↓	91.8	↓
Specialist	87.7	↓	86.0	↑
All Health Care	83.1	↓	82.2	↓
Health Plan	76.6	↑	77.6	↓
Getting Needed Care	74.5	↓	75.6	↓
Ease of getting care, tests, treatment needed	80.5	↓	82.8	↑
Obtained appointment with specialist as soon as needed	68.5	↓	68.5	↓
Getting Care Quickly	76.1	↓	76.4	↓
Obtained needed care right away	76.6	↓	76.1	↓
Obtained appointment for care as soon as needed	75.7	↓	76.7	↓
How Well Doctors Communicate	91.2	↓	94.3	↑
Doctors explained things in an understandable way	91.7	↓	93.9	↑
Doctors listened carefully to you	90.6	↓	93.9	↑
Doctors showed respect for what you had to say	92.4	↓	95.2	↑
Doctors spent enough time with you	90	↓	94.2	↑
Customer Service	72.6	↓	78.2	↑
Getting information/help from customer service	66.1	↓	74.7	↔
Treated with courtesy and respect by customer service staff	87.6	↓	95.2	↑
Longer than expected wait time to speak with customer service staff	64.6	↓	79.1	↑
Forms were easy to fill out	73.7	↑	73.4	↑
Explanation of Forms	71	↓	68.6	↓
Access to Information Composite	54.6	↑	59.7	↑
Providing Needed Information	57.8	↓	61.5	↓
Able to find out from health plan cost of health care service or equipment	53.1	↑	55.6	↓
Able to find out from health plan cost of prescription medicines	53	↑	62.1	↑
Coordination of Care	82.9	↓	85.7	↑
Doctor had medical records or other information about your care	91.5	↓	94.8	↔
Personal doctor's office followed up to give you test results	79.6	↓	87.1	↑
Got test results as soon as you needed	86.8	↓	93.2	↑
Doctor seemed informed and up to date about specialty care	73.9	↓	77.8	↑
Doctor talked about prescription medicines	88.2	↑	91.2	↑
Got help managing care	78.3	↑	74.5	↓
Cultural Competence Composite				
Forms available in preferred language	53.3	↑	12.5	↓
Cost Composite ^ Lower rates indicate better scores.	82.2	↓	84.5	↑
Health plan did not pay for needed care	82.6	↓	87.2	↑
Paid out of own pocket for care you thought would be covered	75.8	↓	80.1	↑
Delayed or did not visit doctor because you were worried about cost	81.6	↑	80.1	↑
Delayed or did not fill prescriptions because you were worried about cost	88.8	↓	90.1	↑

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



2023 Enrollee Experience Survey Results On Exchange

Highmark
Inc. PPO¹
Rates*

Personal Doctor	91.7
Specialist	87.1
All Health Care	84.8
Health Plan	79.5
Getting Needed Care	77.9
Ease of getting care, tests, treatment needed	81.9
Obtained appointment with specialist as soon as needed	73.9
Getting Care Quickly	76.7
Obtained needed care right away	72.1
Obtained appointment for care as soon as needed	81.4
How Well Doctors Communicate	92.2
Doctors explained things in an understandable way	92.6
Doctors listened carefully to you	92.1
Doctors showed respect for what you had to say	93.4
Doctors spent enough time with you	90.9
Customer Service	71.6
Getting information/help from customer service	65.0
Treated with courtesy and respect by customer service staff	83.0
Longer than expected wait time to speak with customer service staff	70.5
Forms were easy to fill out	73.3
Explanation of Forms	66.2
Access to Information Composite	54.7
Providing Needed Information	57.1
Able to find out from health plan cost of health care service or equipment	51.8
Able to find out from health plan cost of prescription medicines	55.2
Coordination of Care	86.1
Doctor had medical records or other information about your care	95.3
Personal doctor's office followed up to give you test results	83.2
Got test results as soon as you needed	89.0
Doctor seemed informed and up to date about specialty care	76.7
Doctor talked about prescription medicines	89.1
Got help managing care	83.3
Cultural Competence Composite	
Forms available in preferred language	2.2
Cost Composite ^ Lower rates indicate better scores.	85.4
Health plan did not pay for needed care	86.3
Paid out of own pocket for care you thought would be covered	79.7
Delayed or did not visit doctor because you were worried about cost	84.4
Delayed or did not fill prescriptions because you were worried about cost	91.3

2023 CAHPS[®] Survey Results Pennsylvania Children's Health Insurance Program (CHIP)

Highmark
Choice
Company
HMO CHIP¹
Rates*

Personal Doctor	85.4%
Specialist	82.3%
All Health Care	89.7%
Health Plan	87.3%
Getting Needed Care	82.4%
Ease of getting care, tests, treatment needed	89.0%
Obtained appointment with specialist as soon as needed	75.8%
Getting Care Quickly	90.7%
Obtained needed care right away	91.8%
Obtained appointment for care as soon as needed	89.6%
How Well Doctors Communicate	96.1%
Doctors explained things in an understandable way	95.9%
Doctors listened carefully to you	95.9%
Doctors showed respect for what you had to say	97.3%
Doctors spent enough time with you	95.2%
Customer Service	92.4%
Getting information/help from customer service	86.4%
Treated with courtesy and respect by customer service staff	98.5%
Coordination of Care	
Personal doctor seemed informed and up to date about the care from doctors or other health providers	88.3%
Ease of Filling out Forms	
Forms were easy to fill out	92.3%

*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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