

2023 Enrollee Experience Survey Results Highmark Blue Cross Blue Shield On Exchange

Highmark Blue
Cross Blue
Shield POS
Rates*

Personal Doctor	87.7	↓
Specialist	87.0	↓
All Health Care	77.7	↓
Health Plan	62.2	↓
Getting Needed Care	79.6	↑
Ease of getting care, tests, treatment needed	79.5	↓
Obtained appointment with specialist as soon as needed	79.7	↑
Getting Care Quickly	77.5	↓
Obtained needed care right away	72.6	↑
Obtained appointment for care as soon as needed	82.5	↓
How Well Doctors Communicate	89.7	↓
Doctors explained things in an understandable way	91.2	↓
Doctors listened carefully to you	89.0	↓
Doctors showed respect for what you had to say	90.8	↓
Doctors spent enough time with you	87.6	↓
Customer Service	61.8	↓
Getting information/help from customer service	52.6	↓
Treated with courtesy and respect by customer service staff	79.4	↓
Longer than expected wait time to speak with customer service staff	52.6	↓
Forms were easy to fill out	62.0	↓
Explanation of Forms	62.3	↓
Access to Information Composite	44.2	↓
Providing Needed Information	51.2	↓
Able to find out from health plan cost of health care service or equipment	41.3	↓
Able to find out from health plan cost of prescription medicines	40.0	↓
Coordination of Care	84.3	↑
Doctor had medical records or other information about your care	92.2	↓
Personal doctor's office followed up to give you test results	77.7	↑
Got test results as soon as you needed	83.8	↓
Doctor seemed informed and up to date about specialty care	78.1	↑
Doctor talked about prescription medicines	87.4	↓
Got help managing care	83.3	↑
Cultural Competence Composite		
Forms available in preferred language	38.1	↑
Cost Composite ^	77.8	↓
Health plan did not pay for needed care	79.0	↓
Paid out of own pocket for care you thought would be covered	68.0	↓
Delayed or did not visit doctor because you were worried about cost	77.3	↑
Delayed or did not fill prescriptions because you were worried about cost	87.1	↓

↓ ↑ Indicates below 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"); ^ Lower rates indicate better scores. ©Blue Cross, Blue Shield and the Cross and Shield symbols are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association. All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

