

# 2021 CAHPS® Highmark Blue Shield of Northeastern New York Commercial Survey Results

	Highmark Blue Shield of Northeastern New York HMO/POS/PPO Rates	2021 Quality Compass® All LOB 90th Percentile	
Personal Doctor	83.9%	↓	90.9%
Specialist	86.3%	↑	90.9%
All Health Care	79.5%	↓	86.6%
Health Plan	77.9%	↑	80.7%
<b>Getting Needed Care</b>	89.4%	↓	92.4%
Ease of getting care, tests, treatment needed	92.9%	↓	94.1%
Obtained appointment with specialist as soon as needed	85.9%	↓	91.5%
<b>Getting Care Quickly</b>	87.4%	↓	91.4%
Obtained needed care right away	84.8%	↓	93.6%
Obtained appointment for care as soon as needed	89.9%	↓	89.7%
<b>How Well Doctors Communicate</b>	95.7%	↓	97.9%
Doctors explained things in an understandable way	94.9%	↓	98.6%
Doctors listened carefully to you	95.6%	↓	98.1%
Doctors showed respect for what you had to say	96.9%	↓	98.7%
Doctors spent enough time with you	95.6%	↓	97.3%
<b>Customer Service</b>	96.5%	↑	94.6%
Getting information/help from customer service	93.1%	↑	91.8%
Treated with courtesy and respect by customer service staff	100%	↑	98.2%
<b>Claims Processing</b>	94.8%	↑	96.0%
Claims handled quickly	94.7%	↑	95.3%
Claims handled correctly	94.9%	↑	96.8%
<b>Coordination of Care</b>			
Personal doctor seem informed and up-to-date about the care from doctors or other health providers	87.5%	↓	89.8%
<b>Ease of Filling out Forms</b>			
Forms were easy to fill out	95.8%	↓	98.8%

Yellow shading indicates score BELOW the NCQA's 2021 Quality Compass® 90th percentile;

↓ ↔ ↑ 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"); 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. Highmark Blue Shield of Northeastern New York is a trade name of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association.