

2021 CAHPS® Highmark Blue Shield of Northeastern New York Medicare Advantage Survey Results	Medicare Advantage HMO Rates		Medicare Advantage PPO Rates		2021 CMS National Average
Personal Doctor	87.9%	↑	91.4%	↑	88.0%
Specialist	87.8%	↑	90.5%	↑	87.0%
All Health Care	91.4%	↑	93.1%	↑	92.0%
Health Plan	90.4%	↑	91.4%	↓	90.0%
Drug Plan Rating	84.5%	↑	88.5%	↑	87.0%
<b>Getting Needed Care</b>	85.0%	↑	87.7%	↑	83.1%
Ease of getting care, tests, treatment needed	85.3%	↑	87.6%	↓	83.5%
Obtained appointment with specialist as soon as needed	84.7%	↑	87.8%	↑	82.7%
<b>Getting Care Quickly</b>	81.7%	↑	83.7%	↑	79.0%
Obtained needed care right away	90.8%	↑	95.7%	↑	86.7%
Obtained appointment for care as soon as needed	86.6%	↑	87.7%	↓	83.8%
Provider seen within 15 minutes of appointment time	67.8%	↑	67.8%	↑	66.5%
<b>How Well Doctors Communicate</b>	90.9%	↑	93.7%	↑	91.7%
Doctors explained things in an understandable way	90.3%	↑	93.8%	↑	91.1%
Doctors listened carefully to you	90.6%	↑	92.9%	↓	92.0%
Doctors showed respect for what you had to say	92.4%	↑	95.6%	↑	93.6%
Doctors spent enough time with you	90.3%	↑	92.5%	↑	89.9%
<b>Customer Service</b>	92.9%	↑	91.6%	↑	90.6%
Getting information/help from customer service	85.4%	↑	84.6%	↑	82.7%
Treated with courtesy and respect by customer service staff	97.0%	↑	94.3%	↓	93.8%
Health plan forms easy to fill out	96.4%	↑	95.8%	↓	95.3%
<b>Coordination of Care</b>	86.4%	↔	86.6%	↑	91.6%
Doctor had medical records or other information about your care	95.4%	↑	96.9%	↑	94.7%
Personal doctor's office followed up to give you test results	81.6%	↑	84.1%	↑	84.3%
Got test results as soon as you needed	83.1%	↑	86.6%	↑	85.4%
Doctor talked about prescription medicines	81.4%	↑	79.3%	↓	81.7%
Got help managing care	90.7%	↑	91.5%	↑	87.4%
Personal doctor seem informed and up-to-date about the care from doctors or other health providers	83.5%	↓	81.7%	↑	79.6%

Yellow shading indicates score is BELOW the 2021 CMS National Average

↓ ↔ ↑ Indicates below, equal, or above 2019 results; Rates are single statistics generated for a survey question. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). 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.



# 2021 CAHPS® Highmark Blue Shield of Northeastern New York Medicare Advantage Prescription (PDP) Survey Comparison

	Medicare Advantage Blue Rx Rates*		2021 CMS National Average
Drug Plan Rating	92.5%	↑	82.9%
<b>Getting Needed Prescription Drugs</b>	93.6%	↑	89.7%
Ease of use of prescription drug plan to obtain prescribed medications	93.3%	↑	89.0%
Ease of use of prescription drug plan to fill prescribed medications at local pharmacy	94.2%	↑	90.4%
Ease of use of prescription drug plan to fill prescribed medications by mail	89.5%	↑	87.7%
<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>	8.7%	↓	90.5%
Ever delay filling prescribed medicines because of cost?	NR	NA	90.4%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.	52.1%	↑	52.4%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.	26.1%	↑	24.1%
Do you have serious difficulty walking or climbing stairs? <small>A lower rate indicates better performance</small>	23.8%	↑	73.2%
Do you have difficulty dressing or bathing? <small>A lower rate indicates better performance</small>	7.0%	↓	90.8%
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>	12.9%	↑	84.2%
Do you ever use the internet at home?	79.1%	↑	74.6%

*Yellow shading indicates score is BELOW the 2021 CMS National Average*

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