

2021 Enrollee Experience Survey Results Highmark Blue Shield of Northeastern New York on Exchange

	Highmark Blue Shield of Northeastern New York POS	2019 CMS National Data
Personal Doctor	88.4 ↑	87.0
Specialist	85.5 ↑	84.5
All Health Care	80.5 ↑	78.0
Health Plan	71.6 ↑	70.5
Getting Needed Care	79.9 ↑	73.1
Ease of getting care, tests, treatment needed	81.6 ↑	78.4
Obtained appointment with specialist as soon as needed	78.1 ↑	67.7
Getting Care Quickly	81.9 ↑	76.0
Obtained needed care right away	81.2 ↑	75.7
Obtained appointment for care as soon as needed	82.6 ↑	76.3
How Well Doctors Communicate	91.8 ↑	88.8
Doctors explained things in an understandable way	93.0 ↑	89.1
Doctors listened carefully to you	91.4 ↑	89.0
Doctors showed respect for what you had to say	94.4 ↑	91.4
Doctors spent enough time with you	88.4 ↑	85.8
Customer Service	73.4 ↓	69.9
Getting information/help from customer service	68.7 ↓	66.1
Treated with courtesy and respect by customer service staff	88.5 ↓	85.2
Longer than expected wait time to speak with customer service staff	71.5 ↓	68.5
Forms were easy to fill out	71.2 ↑	66.5
Explanation of Forms	67.3 ↓	63.0
Access to Information Composite	46.6 ↑	50.1
Providing Needed Information	54.3 ↓	56.8
Able to find out from health plan cost of health care service or equipment	45.0 ↑	47.1
Able to find out from health plan cost of prescription medicines	40.4 ↑	46.3
Coordination of Care	84.1 ↑	82.7
Doctor had medical records or other information about your care	93.2 ↑	90.5
Personal doctor's office followed up to give you test results	79.4 ↑	81.8
Got test results as soon as you needed	86.2 ↑	84.0
Doctor informed and up-to-date about specialty care	74.4 ↑	72.6
Doctor talked about prescription medicines	88.7 ↑	84.8
Got help managing care	81.5 ↓	79.2
Cultural Competence Composite		
Forms available in preferred language	95.3 ↑	84.4
Cost Composite	83.6 ↑	78.1
Health plan did not pay for needed care	84.4 ↑	77.7
Paid out of own pocket for care you thought would be covered	76.1 ↑	75.4
Delayed or did not visit doctor because you were worried about cost	80.3 ↑	73.9
Delayed or did not fill prescriptions because you were worried about cost	93.6 ↑	85.4

Yellow shading indicates score BELOW the 2019 CMS National Data;

↓ ↔ ↑ 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"); 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.