

# 2023 CAHPS® Highmark Blue Shield Commercial Survey Results

Highmark  
Blue Shield  
HMO/POS/  
PPO Rates\*

Personal Doctor	83.2%	↓
Specialist	82.9%	↓
All Health Care	71.7%	↓
Health Plan	66.7%	↓
<b>Getting Needed Care</b>	87.5%	↑
Ease of getting care, tests, treatment needed	90.2%	↑
Obtained appointment with specialist as soon as needed	84.8%	↑
<b>Getting Care Quickly</b>	88.2%	↑
Obtained needed care right away	86.2%	↑
Obtained appointment for care as soon as needed	90.3%	↑
<b>How Well Doctors Communicate</b>	96.2%	↓
Doctors explained things in an understandable way	97.8%	↓
Doctors listened carefully to you	96.4%	↓
Doctors showed respect for what you had to say	97.1%	↓
Doctors spent enough time with you	93.5%	↓
<b>Customer Service</b>	80.2%	↓
Getting information/help from customer service	72.2%	↓
Treated with courtesy and respect by customer service staff	88.2%	↓
<b>Claims Processing</b>	84.6%	↓
Claims handled quickly	85.3%	↑
Claims handled correctly	83.8%	↓
<b>Coordination of Care</b>		
Personal doctor seemed informed and up to date about the care from doctors or other health providers	86.5%	↓
<b>Ease of Filling out Forms</b>		
Forms were easy to fill out	96.4%	↓

↓ ↑ 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”); CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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