| 2023 CAHPS <sup>®</sup> Survey Results<br>Medicare Advantage   | Freedor<br>Blue PP<br>Rates* | 0            | Securi<br>Blue HM<br>Rates | ŃŌ           |
|--|------------------------------|--------------|----------------------------|--------------|
| Personal Doctor  | 91.8%                        | $\downarrow$ | 93.8%                      | 1            |
| Specialist   | 90.5%                        | 1            | 91.7%                      | 1            |
| All Health Care  | 86.2%                        | $\downarrow$ | 88.1%                      | 1            |
| Health Plan  | 87.9%                        | $\downarrow$ | 89.5%                      | 1            |
| Drug Plan Rating   | 87.4%                        | 1            | 88.5%                      | 1            |
| Getting Needed Care  | 81.5%                        | $\downarrow$ | 83.8%                      | $\downarrow$ |
| Ease of getting care, tests, treatment needed  | 83.2%                        | $\downarrow$ | 85.1%                      | 1            |
| Obtained appointment with specialist as soon as needed   | 79.8%                        | $\downarrow$ | 82.6%                      | $\downarrow$ |
| Getting Care Quickly   | 79.3%                        | $\downarrow$ | 81.6%                      | 1            |
| Obtained needed care right away  | 86.4%                        | $\downarrow$ | 88.5%                      | 1            |
| Obtained appointment for care as soon as needed  | 83.6%                        | $\downarrow$ | 85.8%                      | $\downarrow$ |
| Provider seen within 15 minutes of appointment time  | 67.9%                        | $\downarrow$ | 70.5%                      | ↑            |
| How Well Doctors Communicate   | 92.2%                        | $\downarrow$ | 93.8%                      | 1            |
| Doctors explained things in an understandable way  | 91.4%                        | $\downarrow$ | 93.5%                      | 1            |
| Doctors listened carefully to you  | 92.6%                        | $\downarrow$ | 93.7%                      | 1            |
| Doctors showed respect for what you had to say   | 93.8%                        | $\downarrow$ | 95.0%                      | 1            |
| Doctors spent enough time with you   | 91.1%                        | $\downarrow$ | 92.8%                      | 1            |
| Customer Service   | 91.3%                        | $\downarrow$ | 92.2%                      | $\downarrow$ |
| Getting information/help from customer service   | 83.4%                        | $\downarrow$ | 85.4%                      | $\downarrow$ |
| Treated with courtesy and respect by customer service staff  | 94.7%                        | $\downarrow$ | 95.4%                      | $\downarrow$ |
| Health plan forms easy to fill out   | 95.8%                        | 1            | 95.9%                      | $\downarrow$ |
| Coordination of Care   | 87.0%                        | $\downarrow$ | 87.8%                      | $\downarrow$ |
| Doctor had medical records or other information about your care  | 95.4%                        | $\downarrow$ | 97.0%                      | 1            |
| Personal doctor's office followed up to give you test results  | 85.7%                        | 1            | 86.1%                      | 1            |
| Got test results as soon as you needed   | 87.5%                        | 1            | 88.2%                      | 1            |
| Doctor talked about prescription medicines   | 83.3%                        | 1            | 84.5%                      | 1            |
| Got help managing care   | 89.4%                        | 1            | 86.2%                      | 1            |
| Personal doctor seemed informed and up to date about the care from doctors or other health providers $\downarrow \leftrightarrow \uparrow$ Indicates below, equal, or above 2022 res | 81.4%                        | 1            | 83.4%                      | 1            |



## 2023 CAHPS<sup>®</sup> Survey Results Medicare Advantage Blue Rx

Medicare Advantage Blue Rx Rates\*

| Drug Plan Rating   | 83.5% | $\uparrow$   |
|--|-------|--------------|
| Getting Needed Prescription Drugs  | 89.7% | 1            |
| Ease of use of prescription drug plan to obtain prescribed medications   | 88.7% | $\uparrow$   |
| Ease of use of prescription drug plan to fill prescribed medications at local pharmacy   | 90.5% | 1            |
| Ease of use of prescription drug plan to fill prescribed medications by mail   | 89.9% | 1            |
| Single Item  |       |              |
| In the last 6 months, did you spend one or more nights in a hospital? A lower rate indicates better performance  | NA    |              |
| Ever delay filling prescribed medicines because of cost?   | 92.3% | 1            |
| Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.   | 49.4% | 1            |
| Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.  | 25.6% | 1            |
| Do you have serious difficulty walking or climbing stairs? A lower rate indicates better performance   | 72.7% | $\uparrow$   |
| Do you have difficulty dressing or bathing? A lower rate indicates better performance  | 89.2% | $\downarrow$ |
| Because of physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping? <sup>A lower rate indicates better performance</sup> | 81.6% | $\downarrow$ |
| Do you ever use the internet at home?  | 70.7% | 1            |

↓ ↔ ↑ Indicates below, equal, or above 2022 results; NA – either too few beneficiaries answered the question to permit reporting, or the score had very low reliability and no comparison is available.



| 2023 CAHPS <sup>®</sup> Survey Results<br>Commercial HMO   | Highma<br>Choic<br>Compa<br>HMO Ra | e<br>iny          | First<br>Priori<br>Health F<br>Rates | ty<br>IMO         |
|--|------------------------------------|-------------------|--------------------------------------|-------------------|
| Personal Doctor  | 86.1%                              | $\downarrow$      | 85.7%                                | $\downarrow$      |
| Specialist   | 81.6%                              | $\downarrow$      | 90.6%                                | 1                 |
| All Health Care  | 79.8%                              | $\downarrow$      | 75.6%                                | $\downarrow$      |
| Health Plan  | 78.0%                              | $\downarrow$      | 72.0%                                | 1                 |
| Getting Needed Care  | 83.4%                              | $\downarrow$      | 82.8%                                | $\downarrow$      |
| Ease of getting care, tests, treatment needed  | 88.4%                              | $\downarrow$      | 89.6%                                | $\downarrow$      |
| Obtained appointment with specialist as soon as needed   | 78.4%                              | $\downarrow$      | 75.9%                                | $\downarrow$      |
| Getting Care Quickly   | 87.3%                              | $\downarrow$      | 80.9%                                | $\downarrow$      |
| Obtained needed care right away  | 85.2%                              | $\downarrow$      | 83.1%                                | $\downarrow$      |
| Obtained appointment for care as soon as needed  | 89.4%                              | $\uparrow$        | 78.7%                                | $\downarrow$      |
| How Well Doctors Communicate   | 96.8%                              | $\downarrow$      | 97.5%                                | $\uparrow$        |
| Doctors explained things in an understandable way  | 95.7%                              | $\downarrow$      | 97.2%                                | $\leftrightarrow$ |
| Doctors listened carefully to you  | 98.3%                              | 1                 | 96.5%                                | $\leftrightarrow$ |
| Doctors showed respect for what you had to say   | 98.3%                              | 1                 | 98.6%                                | $\leftrightarrow$ |
| Doctors spent enough time with you   | 94.9%                              | $\downarrow$      | 97.9%                                | 1                 |
| Customer Service   | 79.0%                              | $\downarrow$      | 81.3%                                | $\downarrow$      |
| Getting information/help from customer service   | 62.0%                              | $\downarrow$      | 69.6%                                | $\downarrow$      |
| Treated with courtesy and respect by customer service staff  | 95.9%                              | $\uparrow$        | 92.9%                                | $\downarrow$      |
| Claims Processing  | 82.5%                              | $\uparrow$        | 84.8%                                | $\downarrow$      |
| Claims handled quickly   | 82.0%                              | $\downarrow$      | 82.5%                                | $\downarrow$      |
| Claims handled correctly   | 83.1%                              | 1                 | 87.1%                                | $\downarrow$      |
| Coordination of Care   |                                    |                   |                                      |                   |
| Personal doctor seemed informed and up to date about the care from doctors or other health providers | 90.7%                              | $\leftrightarrow$ | 85.6%                                | $\downarrow$      |
| Ease of Filling out Forms  |                                    |                   |                                      |                   |
| Forms were easy to fill out  | 96.5%                              | $\leftrightarrow$ | 97.7%                                | $\leftrightarrow$ |



| 2023 CAHPS <sup>®</sup> Survey Results<br>Commercial EPO/PPO   | Highma<br>Inc.<br>EPO/PF<br>Rates | <b>2</b> 0        | Highma<br>Healt<br>Insurar<br>Compa<br>PPO<br>Rates | h<br>nce<br>any<br>) |
|--|-----------------------------------|-------------------|---|----------------------|
| Personal Doctor  | 88.9%                             | $\leftrightarrow$ | 91.7%   | 1                    |
| Specialist   | 82.4%                             | $\downarrow$      | 84.4%   | $\downarrow$         |
| All Health Care  | 81.7%                             | $\downarrow$      | 80.3%   | $\downarrow$         |
| Health Plan  | 68.8%                             | $\downarrow$      | 73.5%   | 1                    |
| Getting Needed Care  | 86.9%                             | $\downarrow$      | 93.0%   | 1                    |
| Ease of getting care, tests, treatment needed  | 89.9%                             | $\downarrow$      | 94.3%   | 1                    |
| Obtained appointment with specialist as soon as needed   | 83.9%                             | $\downarrow$      | 91.7%   | 1                    |
| Getting Care Quickly   | 84.9%                             | $\downarrow$      | 90.2%   | 1                    |
| Obtained needed care right away  | 87.0%                             | $\downarrow$      | 93.2%   | 1                    |
| Obtained appointment for care as soon as needed  | 82.9%                             | $\downarrow$      | 87.2%   | 1                    |
| How Well Doctors Communicate   | 96.7%                             | $\downarrow$      | 98.5%   | 1                    |
| Doctors explained things in an understandable way  | 97.3%                             | $\downarrow$      | 96.6%   | $\downarrow$         |
| Doctors listened carefully to you  | 96.5%                             | $\downarrow$      | 99.1%   | 1                    |
| Doctors showed respect for what you had to say   | 98.2%                             | $\uparrow$        | 100.0%  | 1                    |
| Doctors spent enough time with you   | 94.7%                             | $\downarrow$      | 98.3%   | 1                    |
| Customer Service   | 84.5%                             | $\downarrow$      | 86.4%   | $\downarrow$         |
| Getting information/help from customer service   | 74.4%                             | $\downarrow$      | 75.8%   | $\downarrow$         |
| Treated with courtesy and respect by customer service staff  | 94.7%                             | $\downarrow$      | 97.1%   | 1                    |
| Claims Processing  | 88.3%                             | $\downarrow$      | 93.9%   | 1                    |
| Claims handled quickly   | 87.5%                             | $\downarrow$      | 89.4%   | $\downarrow$         |
| Claims handled correctly   | 89.1%                             | $\downarrow$      | 98.5%   | 1                    |
| Coordination of Care   |                                   |                   |   |                      |
| Personal doctor seemed informed and up to date about the care from doctors or other health providers | 85.2%                             | $\downarrow$      | 83.1%   | $\downarrow$         |
| Ease of Filling out Forms  |                                   |                   |   |                      |
| Forms were easy to fill out  | 99.3%                             | $\uparrow$        | 98.7%   | 1                    |



| 2023 CAHPS <sup>®</sup> Survey Results<br>Commercial EPO/PPO   | Highma<br>Benefit<br>Group<br>EPO/PP<br>Rates | ts<br>9<br>90     | First Pric<br>Life<br>Insuran<br>Compa<br>PPO Rat | ice<br>ny    |
|--|---|-------------------|---|--------------|
| Personal Doctor  | 84.8%   | $\downarrow$      | 95.5%   | 1            |
| Specialist   | 80.8%   | $\downarrow$      | 87.6%   | $\downarrow$ |
| All Health Care  | 69.2%   | $\downarrow$      | 78.5%   | $\downarrow$ |
| Health Plan  | 56.7%   | $\downarrow$      | 64.4%   | $\downarrow$ |
| Getting Needed Care  | 82.1%   | $\downarrow$      | 91.1%   | $\downarrow$ |
| Ease of getting care, tests, treatment needed  | 83.2%   | $\downarrow$      | 94.2%   | 1            |
| Obtained appointment with specialist as soon as needed   | 81.1%   | $\downarrow$      | 87.9%   | $\downarrow$ |
| Getting Care Quickly   | 81.8%   | $\downarrow$      | 91.7%   | $\downarrow$ |
| Obtained needed care right away  | 81.6%   | $\downarrow$      | 97.9%   | 1            |
| Obtained appointment for care as soon as needed  | 81.9%   | $\uparrow$        | 85.6%   | $\downarrow$ |
| How Well Doctors Communicate   | 94.6%   | $\downarrow$      | 98.6%   | 1            |
| Doctors explained things in an understandable way  | 95.1%   | $\downarrow$      | 97.6%   | $\downarrow$ |
| Doctors listened carefully to you  | 95.1%   | $\downarrow$      | 98.4%   | 1            |
| Doctors showed respect for what you had to say   | 97.1%   | $\downarrow$      | 100%  | 1            |
| Doctors spent enough time with you   | 91.2%   | $\downarrow$      | 98.4%   | 1            |
| Customer Service   | 77.6%   | $\downarrow$      | 76.4%   | $\downarrow$ |
| Getting information/help from customer service   | 67.7%   | $\downarrow$      | 69.0%   | $\downarrow$ |
| Treated with courtesy and respect by customer service staff  | 87.5%   | $\downarrow$      | 83.7%   | $\downarrow$ |
| Claims Processing  | 89.8%   | $\leftrightarrow$ | 88.0%   | $\downarrow$ |
| Claims handled quickly   | 90.3%   | $\downarrow$      | 90.9%   | 1            |
| Claims handled correctly   | 89.3%   | $\uparrow$        | 85.2%   | $\downarrow$ |
| Coordination of Care   |   |                   |   |              |
| Personal doctor seemed informed and up to date about the care from doctors or other health providers | 87.9%   | $\downarrow$      | 92.0%   | 1            |
| Ease of Filling out Forms  |   |                   |   |              |
| Forms were easy to fill out  | 96.9%   | $\uparrow$        | 97.9%   | $\downarrow$ |



| Personal Doctor98.3↓91.8↓Specialist67.7↓86.0↑All Health Care83.1↓86.0↑Health Care76.6↑77.6↓Getting Needed Care76.6↓75.6↓Ease of getting care, tests, treatment needed66.5↓82.8↑Obtained appointment with specialist as soon as needed66.5↓82.8↓Obtained appointment with specialist as soon as needed75.7↓↓1Obtained appointment (or care as soon as needed75.7↓↓93.9↑Obtained appointment (or care as soon as needed75.7↓↓93.9↑Doctors seplaned things in an understandable way91.7↓93.9↑↑Doctors spent enough time with you90↓94.2↑↑Doctors spent enough time with you90↓94.2↑↑Castomer Service66.1↓97.1↓↑↑Getting information/help from customer service staff66.6↓97.1↓↑Forms were easy to fill out53.3↑61.4↓63.1↓Able to find out from health plan cost of health care service or equipment53.3↑61.4↓Able to find out from health plan cost of placeting care63.449.2↓↓Personal doctor's office followed up to give you test results63.449.4↓↓ </th <th>2023 Enrollee Experience<br/>Survey Results<br/>On Exchange EPO</th> <th>Highma<br/>Inc. EP<br/>Rates</th> <th>0</th> <th>Highm<br/>Cover<br/>Advant<br/>EPC<br/>Rate</th> <th>age<br/>tage<br/>)</th>   | 2023 Enrollee Experience<br>Survey Results<br>On Exchange EPO              | Highma<br>Inc. EP<br>Rates | 0            | Highm<br>Cover<br>Advant<br>EPC<br>Rate | age<br>tage<br>)  |
|---|--|----------------------------|--------------|---|-------------------|
| All Health Care83.1J82.2JHealth Plan76.6T77.6JGetting Needed Care74.6J76.6JEase of getting care, tests, treatment needed80.5J82.8AObtained appointment with specialist as soon as needed68.5J68.5JGetting Care Quickly76.6J76.7J76.7JObtained appointment for care as soon as needed75.7J76.7JVHow Well Doctors Communicate91.2J94.3TDoctors splained things in an understandable way91.7J95.2TDoctors splained things in an understandable way90.7J95.2TDoctors splained things in an understandable way90.7J95.2TDoctors splained things in an understandable way90.7J95.2TDoctors splat enough time with you90.7J95.2TDoctors splat enough time with you90.7J95.2TDoctor splat b   | Personal Doctor  | 89.3                       | $\downarrow$ | 91.8                                    | $\downarrow$      |
| Health Plan76.6↑77.6↓Getting Needed Care74.5↓75.6↓Ease of getting care, tests, treatment needed80.5↓82.8↑Obtained appointment with specialist as soon as needed68.5↓68.5↓Getting Care Quickly76.1↓76.1↓76.1↓Obtained appointment for care as soon as needed75.7↓76.7↓76.7↓How Well Doctors Communicate91.2↓91.3↑70↓93.9↑Doctors explained things in an understandable way91.7↓93.9↑↑↓93.9↑↑Doctors solved respect for what you had to say92.4↓95.2↑↑↓↓↓   | Specialist   | 87.7                       | $\downarrow$ | 86.0                                    | $\uparrow$        |
| Getting Needed Care74.5↓75.6↓Ease of getting care, tests, treatment needed80.5↓82.8↑Obtained appointment with specialist as soon as needed66.5↓68.5↓Getting Care Quickly76.1↓76.4↓Obtained appointment for care as soon as needed75.7↓76.7↓How Well Doctors Communicate91.7↓94.3↑Doctors suplaned things in an understandable way91.7↓93.9↑Doctors suplaned things in an understandable way90.6↓93.9↑Doctors suplaned things in an understandable way90.6↓94.2↑Doctors suppect for what you had to say92.4↓95.2↑Doctors spent enough time with you90.6↓74.7↓Castome Service72.6↓78.2↑Getting Information/help from customer service staff87.6↓95.2↑Longer than expected wait time to speak with customer service staff87.6↓95.2↑Forms were easy to fill out73.7↑73.4↑↓Explanation of Forms71↓66.6↓↓Able to find out from health plan cost of prescription medicines53↑66.1↓Able to find out from health plan cost of prescription medicines53.1↑64.6↓Coordination of Care88.2↑91.5↓↓Coordination of Care  | All Health Care  | 83.1                       | $\downarrow$ | 82.2                                    | $\downarrow$      |
| Ease of getting care, tests, treatment needed80.5↓82.8↑Obtained appointment with specialist as soon as needed665.5↓665.5↓665.5↓Getting Care Quickly76.6↓76.1↓76.4↓Obtained needed care right away76.6↓76.7↓94.3↑Doctors explained things in an understandable way91.2↓94.3↑Doctors schelled carefully to you90.6↓93.9↑Doctors showed respect for what you had to say92.4↓95.2↑Doctors spect enough time with you90.4↓94.2↑Catamer Service72.6↓74.7↓Getting information/help from customer service staff87.6↓95.2↑Longer than expected wait time to speak with customer service staff64.6↓71.4↓Explanation of Forms71↓68.6↓↓Access to Information57.8↓61.5↓Able to find out from health plan cost of prescription medicines53↑\$5.6↓Doctor seemed informed and up to date about specially care73.9↓\$7.8↓Cost seemed informed and up to date about specially care73.9↓\$7.8↓Doctor seemed informed and up to date about specially care73.9↓\$7.8↓Cost seemed informed and up to date about specially care73.9↓\$7.8↓Doctor seemed informe  | Health Plan  | 76.6                       | 1            | 77.6                                    | $\downarrow$      |
| Obtained appointment with specialist as soon as needed66.5 $\downarrow$ 66.5 $\downarrow$ Getting Care Quickly76.1 $\downarrow$ 76.1 $\downarrow$ 76.1 $\downarrow$ Obtained appointment for care as soon as needed77.7 $\downarrow$ 76.6 $\downarrow$ 76.7 $\downarrow$ Obtained appointment for care as soon as needed91.2 $\downarrow$ 94.3 $\uparrow$ Doctors communicate91.2 $\downarrow$ 94.3 $\uparrow$ Doctors sylained things in an understandable way91.7 $\downarrow$ 93.9 $\uparrow$ Doctors spent enough time with you90.6 $\downarrow$ 93.2 $\uparrow$ Doctors showed respect for what you had to say90.2 $\downarrow$ 94.2 $\uparrow$ Customer Service72.6 $\downarrow$ 74.2 $\uparrow$ Getting information/help from customer service staff66.6 $\downarrow$ 74.7 $\leftarrow$ Longer than expected wait time to speak with customer service staff64.6 $\downarrow$ 79.1 $\uparrow$ Forms were easy to fill out73.7 $\uparrow$ 73.4 $\uparrow$ $\downarrow$ Able to find out from health plan cost of health care service or equipment53.1 $\uparrow$ 65.6 $\downarrow$ Able to find out from health plan cost of prescription medicines53.3 $\uparrow$ 62.1 $\uparrow$ Cost railed about speciality care73.9 $\downarrow$ 77.8 $\uparrow$ Doctor seemed informed and up to date about speciality care73.3 $\uparrow$ 74.8 $\uparrow$ Cost for followed up to give yout test results79.6 $\downarrow$ 87.1 $\uparrow$ Cost railed about prescription medicines63.3  | Getting Needed Care  | 74.5                       | $\downarrow$ | 75.6                                    | $\downarrow$      |
| Getting Care Quickly76.1↓76.4↓Obtained needed care right away76.6↓76.7↓Obtained appointment for care as soon as needed76.7↓↓How Well Doctors Communicate91.7↓93.9↑Doctors explained things in an understandable way91.7↓93.9↑Doctors showed respect for what you had to say90.6↓95.2↑Doctors spent enough time with you90.6↓95.2↑Customer Service72.6↓78.2↑Getting information/help from customer service staff87.6↓95.2↑Longer than expected wait time to speak with customer service staff64.6↓79.1↑Forms were easy to fill out73.7↑73.4↑Explanation of Forms71.1↓86.6↓↓Access to Information57.8↓465.7↑Able to find out from health plan cost of prescription medicines53↑62.1↑Coordination of Care82.9↓84.7↑Doctor semend informedianes explained about prescription medicines88.2↑10.2Coordination of Care73.9↓1↑Coordination of Care88.2↑10.2↑Doctor seemed informed and up to date about specially care78.3↓1Doctor seemed informed and up to date about specially care78.3↑1Doctor seemed infor   | Ease of getting care, tests, treatment needed                              | 80.5                       | $\downarrow$ | 82.8                                    | $\uparrow$        |
| Obtained needed care right away76.6↓76.7↓76.7↓Obtained appointment for care as soon as needed75.7↓91.2↓94.3↑Doctors explained things in an understandable way91.7↓93.9↑↑Doctors explained things in an understandable way90.6↓93.9↑↑Doctors showed respect for what you had to say92.4↓95.2↑↑Doctors spent enough time with you90.0↓94.2↑↑↑↑↓↑↓↑↓↓<   | Obtained appointment with specialist as soon as needed                     | 68.5                       | $\downarrow$ | 68.5                                    | $\downarrow$      |
| Obtained appointment for care as soon as needed $75.7$ $\downarrow$ $76.7$ $\downarrow$ How Well Doctors Communicate $91.2$ $\downarrow$ $94.3$ $\uparrow$ Doctors explained things in an understandable way $91.7$ $\downarrow$ $93.9$ $\uparrow$ Doctors showed respect for what you had to say $92.4$ $\downarrow$ $95.2$ $\uparrow$ Doctors showed respect for what you had to say $90.6$ $\downarrow$ $94.2$ $\uparrow$ Customer Service $72.6$ $\downarrow$ $78.7$ $\checkmark$ $\langle$ Getting information/help from customer service $66.1$ $\downarrow$ $74.7$ $\langle$ Treated with courtesy and respect by customer service staff $87.6$ $\downarrow$ $95.2$ $\uparrow$ Longer than expected wait time to speak with customer service staff $64.6$ $\downarrow$ $73.1$ $\uparrow$ Explanation of Forms $71$ $\downarrow$ $68.6$ $\downarrow$ $59.7$ $\uparrow$ Access to Information Composite $55.6$ $\downarrow$ $61.5$ $\downarrow$ Able to find out from health plan cost of perscription medicines $53$ $\uparrow$ $62.1$ $\uparrow$ Coordination of Car $82.9$ $\downarrow$ $87.7$ $\uparrow$ $\uparrow$ Doctor seemed informed and up to date about specialty care $91.5$ $\downarrow$ $94.2$ $\uparrow$ Coordination of car $78.5$ $\downarrow$ $94.2$ $\uparrow$ $\uparrow$ Coordination of Car $10$ $10$ $10$ $10$ $10$ $10$ $10$ $10$ Coordination of Car $10$ $10$ $10$ $10$ $10$ $10$ $10$ $10$ $1$  | Getting Care Quickly   | 76.1                       | $\downarrow$ | 76.4                                    | $\downarrow$      |
| How Well Doctors Communicate91.2 $\downarrow$ 94.3 $\uparrow$ Doctors explained things in an understandable way91.7 $\downarrow$ 93.9 $\uparrow$ Doctors listened carefully to you90.6 $\downarrow$ 93.9 $\uparrow$ Doctors showed respect for what you had to say92.4 $\downarrow$ 95.2 $\uparrow$ Doctors spent enough time with you90 $\downarrow$ 94.2 $\uparrow$ $\uparrow$ Doctors spent enough time with you90 $\downarrow$ 94.2 $\uparrow$ $\uparrow$ Cestomer Service72.6 $\downarrow$ 78.2 $\uparrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\downarrow$ $\downarrow$ $\uparrow$ $\uparrow$ $\downarrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\uparrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\downarrow$ $\uparrow$ $\uparrow$ $\uparrow$ $\downarrow$ $\downarrow$ $\uparrow$ $\downarrow$ <td>Obtained needed care right away</td> <td>76.6</td> <td><math>\downarrow</math></td> <td>76.1</td> <td><math>\downarrow</math></td>                                   | Obtained needed care right away  | 76.6                       | $\downarrow$ | 76.1                                    | $\downarrow$      |
| Doctors explained things in an understandable way91.7↓93.9↑Doctors listened carefully to you90.6↓93.9↑Doctors showed respect for what you had to say92.4↓95.2↑Doctors spent enough time with you90↓94.2↑Customer Service72.6↓78.2↑Getting information/help from customer service66.1↓74.7↔Treated with courtesy and respect by customer service staff64.6↓79.1↑Longer than expected wait time to speak with customer service staff64.6↓79.1↑Forms were easy to fill out73.7↑73.4↑Explanation of Forms71↓68.6↓↓Access to Information Composite57.8↓65.1↓Able to find out from health plan cost of health care service or equipment53.1↑55.6↓Able to find out from health plan cost of prescription medicines53↑62.1↑Coordination of Care82.9↓85.7↑Doctor semed informed and up to date about specialty care73.9↓↑Cot talked about prescription medicines68.8↓91.2↑Doctor talked about prescription medicines88.2↑91.2↑Coordination of Care88.2↓86.8↓↑Doctor semed informed and up to date about specialty care73.9↓↑Coordination apperence C   | Obtained appointment for care as soon as needed                            | 75.7                       | $\downarrow$ | 76.7                                    | $\downarrow$      |
| Doctors listened carefully to you90.6↓93.9↑Doctors showed respect for what you had to say92.4↓95.2↑Doctors spent enough time with you90↓94.2↑Customer Service72.6↓78.2↑Getting information/help from customer service staff87.6↓95.2↑Longer than expected wait time to speak with customer service staff64.6↓79.1↑Explanation of Forms71↓68.6↓Access to Information Composite54.6↑59.7↑Providing Needed Information57.8↓61.5↓Able to find out from health plan cost of health care service or equipment53.1↑55.6↓Able to find out from health plan cost of prescription medicines53↑62.1↑Doctor semed information of Care82.9↓85.7↑Doctor seemed informed and up to date about specially care79.6↓87.8↓Doctor talked about prescription medicines88.2↑91.2↑Got test results as soon as you needed88.2↑91.2↓↑Doctor talked about prescription medicines88.2↑91.2↓Cuttral Competerce Composite73.3↑₹4.5↓Personal doctor's office followed up to give you test results79.6↓₹1.2↓Doctor talked about prescription medicines88.2↑91.2↓D  | How Well Doctors Communicate   | 91.2                       | $\downarrow$ | 94.3                                    | $\uparrow$        |
| Doctors showed respect for what you had to say92.4↓95.2↑Doctors spent enough time with you90↓94.2↑Customer Service72.6↓78.2↑Getting information/help from customer service66.1↓74.7↓Treated with courtesy and respect by customer service staff87.6↓95.2↑Longer than expected wait time to speak with customer service staff64.6↓79.1↑Forms were easy to fill out73.7↑73.4↑Explanation of Forms71.1↓68.6↓Access to Information Composite57.8↓61.5↓Able to find out from health plan cost of health care service or equipment53.1↑55.6↓Able to find out from health plan cost of prescription medicines53↑62.1↑Coordination of Care88.9↓89.2↑↑Doctor seemed informed and up to date about specialty care71.3↓₹↑Doctor talked about prescription medicines68.8↓93.2↑↑Doctor talked about prescription medicines88.8↓93.2↑↑Doctor seemed informed and up to date about specialty care73.3↑₹↓↑Cott talked about prescription medicines88.2↑91.2↓↑Cott talked about prescription medicines88.2↓₹↓↑Doctor seemed informed and up to date about sp   | Doctors explained things in an understandable way                          | 91.7                       | $\downarrow$ | 93.9                                    | $\uparrow$        |
| Doctors spent enough time with you90↓94.2↑Customer Service72.6↓78.2↑Getting information/help from customer service66.1↓74.7↓Treated with courtesy and respect by customer service staff87.6↓95.2↑Longer than expected wait time to speak with customer service staff64.6↓79.1↑Forms were easy to fill out73.7↑73.4↑Explanation of Forms71.1↓68.6↓Access to Information Composite54.6↑59.7↑Providing Needed Information57.8↓61.5↓Able to find out from health plan cost of health care service or equipment53.1↑62.1↑Doctor had medical records or other information about your care91.5↓84.7↑Doctor seemed informed and up to date about specialty care73.9↓₹↑Doctor talked about prescription medicines63.3↑₹1↑Cordination of Care88.2√93.2↑↑Doctor seemed informed and up to date about specialty care73.3↓₹₹Doctor talked about prescription medicines83.3↑₹₹Cost camposite ^ Lower rates indicate better scores.82.2↓₹₹Doctor talked about prescription medicines53.3↑₹₹Doctor talked about prescription medicines53.3↓₹₹   | Doctors listened carefully to you  | 90.6                       | $\downarrow$ | 93.9                                    | $\uparrow$        |
| Customer Service72.6 $\downarrow$ 78.2 $\uparrow$ Getting information/help from customer service66.1 $\downarrow$ 74.7 $\leftrightarrow$ Treated with courtesy and respect by customer service staff87.6 $\downarrow$ 95.2 $\uparrow$ Longer than expected wait time to speak with customer service staff64.6 $\downarrow$ 79.1 $\uparrow$ Forms were easy to fill out73.7 $\uparrow$ 73.4 $\uparrow$ Explanation of Forms71 $\downarrow$ 68.6 $\downarrow$ Access to Information Composite54.6 $\uparrow$ 59.7 $\uparrow$ Providing Needed Information57.8 $\downarrow$ 61.5 $\downarrow$ Able to find out from health plan cost of health care service or equipment53.1 $\uparrow$ 55.6 $\downarrow$ Able to find out from health plan cost of prescription medicines53 $\uparrow$ 62.1 $\uparrow$ Doctor had medical records or other information about your care91.5 $\downarrow$ 94.8 $\leftrightarrow$ Personal doctor's office followed up to give you test results73.9 $\downarrow$ 77.8 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Doctor seemed informed and up to date about specialty care73.3 $\downarrow$ 91.2 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\downarrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\downarrow$ Doctor seemed informed and up to date about specialty care73.3 $\downarrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ </td <td>Doctors showed respect for what you had to say</td> <td>92.4</td> <td><math>\downarrow</math></td> <td>95.2</td> <td><math>\uparrow</math></td>  | Doctors showed respect for what you had to say                             | 92.4                       | $\downarrow$ | 95.2                                    | $\uparrow$        |
| Getting information/help from customer service66.1 $\downarrow$ 74.7 $\leftrightarrow$ Treated with courtesy and respect by customer service staff87.6 $\downarrow$ 95.2 $\uparrow$ Longer than expected wait time to speak with customer service staff64.6 $\downarrow$ 79.1 $\uparrow$ Forms were easy to fill out73.7 $\uparrow$ 73.4 $\uparrow$ Explanation of Forms71 $\downarrow$ 68.6 $\downarrow$ Access to Information Composite54.6 $\uparrow$ 59.7 $\uparrow$ Providing Needed Information57.8 $\downarrow$ 61.5 $\downarrow$ Able to find out from health plan cost of health care service or equipment53.1 $\uparrow$ 62.1 $\uparrow$ Able to find out from health plan cost of prescription medicines53 $\uparrow$ 62.1 $\uparrow$ Doctor had medical records or other information about your care91.5 $\downarrow$ 94.8 $\leftrightarrow$ Personal doctor's office followed up to give you test results79.6 $\downarrow$ 87.1 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Doctor seemed informed and up to date about specialty care73.9 $\downarrow$ 71.5 $\downarrow$ Contral Composite $\bullet$ 75.3 $\uparrow$ 12.5 $\downarrow$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ 84.5 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 <td>Doctors spent enough time with you</td> <td>90</td> <td><math>\downarrow</math></td> <td>94.2</td> <td><math>\uparrow</math></td>   | Doctors spent enough time with you   | 90                         | $\downarrow$ | 94.2                                    | $\uparrow$        |
| Treated with courtey and respect by customer service staff87.6↓95.2↑Longer than expected wait time to speak with customer service staff64.6↓79.1↑Forms were easy to fill out73.7↑73.4↑Explanation of Forms71↓68.6↓Access to Information Composite54.6↑59.7↑Providing Needed Information57.8↓61.5↓Able to find out from health plan cost of health care service or equipment53.1↑62.1↑Able to find out from health plan cost of prescription medicines53↑62.1↑Coordination of Care82.9↓85.7↑Doctor had medical records or other information about your care91.5↓94.8↔Personal doctor's office followed up to give you test results79.6↓87.1↑Got test results as soon as you needed88.8↓93.2↑Doctor talked about prescription medicines88.2↑91.2↑Got help managing care78.3↑74.5↓Cultural Competence Composite53.3↑12.5↓Forms available in prefered language53.3↑12.5↓Cost Composite ^ Lower rates indicate better scores.82.2↓84.5↑Health plan did not pay for needed care82.6↓87.2↑Paid out of own pocket for care you thought would be covered75.8↓80.1↑   | Customer Service   | 72.6                       | $\downarrow$ | 78.2                                    | $\uparrow$        |
| Longer than expected wait time to speak with customer service staff64.6 $\downarrow$ 79.1 $\uparrow$ Forms were easy to fill out73.7 $\uparrow$ 73.4 $\uparrow$ Explanation of Forms71 $\downarrow$ 68.6 $\downarrow$ Access to Information Composite54.6 $\uparrow$ 59.7 $\uparrow$ Providing Needed Information57.8 $\downarrow$ 61.5 $\downarrow$ Able to find out from health plan cost of health care service or equipment53.1 $\uparrow$ 62.1 $\uparrow$ Able to find out from health plan cost of prescription medicines53 $\uparrow$ 62.1 $\uparrow$ Coordination of Care82.9 $\downarrow$ 85.7 $\uparrow$ Doctor had medical records or other information about your care91.5 $\downarrow$ 94.8 $\leftrightarrow$ Personal doctor's office followed up to give you test results79.6 $\downarrow$ 87.1 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\downarrow$ Cott talked about prescription medicines88.2 $\downarrow$ 91.5 $\downarrow$ Doctor talked about prescription medicines83.3 $\uparrow$ 12.5 $\downarrow$ Cott talked about prescription medicines88.2 $\downarrow$ 91.2 $\uparrow$ Doctor talked about prescription medicines88.2 $\downarrow$ 91.2 $\uparrow$ Forms available in pre  | Getting information/help from customer service                             | 66.1                       | $\downarrow$ | 74.7                                    | $\leftrightarrow$ |
| Forms were easy to fill out73.1173.41Explanation of Forms71 $\checkmark$ 68.6 $\downarrow$ Access to Information Composite54.6 $\uparrow$ 59.7 $\uparrow$ Providing Needed Information57.8 $\downarrow$ 61.5 $\downarrow$ Able to find out from health plan cost of health care service or equipment53.1 $\uparrow$ 55.6 $\downarrow$ Able to find out from health plan cost of prescription medicines53.1 $\uparrow$ 55.6 $\downarrow$ Able to find out from health plan cost of prescription medicines53.1 $\uparrow$ 62.1 $\uparrow$ Coordination of Care82.9 $\downarrow$ 85.7 $\uparrow$ Doctor had medical records or other information about your care91.5 $\downarrow$ 87.1 $\uparrow$ Got test results as soon as you needed86.8 $\downarrow$ 93.2 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Got help managing care78.3 $\uparrow$ 12.5 $\downarrow$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ 84.5 $\uparrow$ Health plan did not pay for needed care82.6 $\downarrow$ 87.2 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$  | Treated with courtesy and respect by customer service staff                | 87.6                       | $\downarrow$ | 95.2                                    | $\uparrow$        |
| Explanation of Forms71 $\downarrow$ 68.6 $\downarrow$ Access to Information Composite54.6 $\uparrow$ 59.7 $\uparrow$ Providing Needed Information57.8 $\downarrow$ 61.5 $\downarrow$ Able to find out from health plan cost of health care service or equipment53.1 $\uparrow$ 55.6 $\downarrow$ Able to find out from health plan cost of prescription medicines53 $\uparrow$ 62.1 $\uparrow$ Coordination of Care82.9 $\downarrow$ 85.7 $\uparrow$ Doctor had medical records or other information about your care91.5 $\downarrow$ 94.8 $\leftrightarrow$ Personal doctor's office followed up to give you test results79.6 $\downarrow$ 87.1 $\uparrow$ Got test results as soon as you needed86.8 $\downarrow$ 93.2 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Got help managing care78.3 $\uparrow$ 12.5 $\downarrow$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ 84.5 $\uparrow$ Health plan did not pay for needed care82.6 $\downarrow$ 87.2 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$  | Longer than expected wait time to speak with customer service staff        | 64.6                       | $\downarrow$ | 79.1                                    | $\uparrow$        |
| Explanation of Forms $1$ $\downarrow$ $68.6$ $\downarrow$ Access to Information Composite $54.6$ $\uparrow$ $59.7$ $\uparrow$ Providing Needed Information $57.8$ $\downarrow$ $61.5$ $\downarrow$ Able to find out from health plan cost of health care service or equipment $53.1$ $\uparrow$ $55.6$ $\downarrow$ Able to find out from health plan cost of prescription medicines $53$ $\uparrow$ $62.1$ $\uparrow$ Coordination of Care $82.9$ $\downarrow$ $85.7$ $\uparrow$ Doctor had medical records or other information about your care $91.5$ $\downarrow$ $94.8$ $\leftrightarrow$ Personal doctor's office followed up to give you test results $79.6$ $\downarrow$ $87.1$ $\uparrow$ Got test results as soon as you needed $86.8$ $\downarrow$ $93.2$ $\uparrow$ Doctor talked about prescription medicines $88.2$ $\uparrow$ $91.5$ $\downarrow$ $\uparrow$ Got help managing care $78.3$ $\uparrow$ $12.5$ $\downarrow$ Forms available in preferred language $53.3$ $\uparrow$ $12.5$ $\downarrow$ Cost Composite ^ Lower rates indicate better scores. $82.2$ $\downarrow$ $81.5$ $\uparrow$ Health plan di not pay for needed care $80.0$ $\downarrow$ $\$7.2$ $\downarrow$ Paid out of own pocket for care you thought would be covered $75.8$ $\$$ $\$80.1$ $\uparrow$ Delayed or did not visit doctor because you were worried about cost $\$81.6$ $\downarrow$ $\$80.1$ $\uparrow$  | Forms were easy to fill out  | 73.7                       | $\uparrow$   | 73.4                                    | $\uparrow$        |
| Access to Information Composite54.6↑59.7↑Providing Needed Information57.8↓61.5↓Able to find out from health plan cost of health care service or equipment53.1↑55.6↓Able to find out from health plan cost of prescription medicines53.1↑62.1↑Coordination of Care82.9↓85.7↑Doctor had medical records or other information about your care91.5↓94.8↓Personal doctor's office followed up to give you test results79.6↓87.1↑Got test results as soon as you needed86.8↓93.2↑Doctor talked about prescription medicines88.2↑91.2↑Got help managing care78.3↑74.5↓Forms available in preferred language53.3↑12.5↓Cost Composite ^ Lower rates indicate better scores.82.2↓84.5↑Health plan did not pay for needed care82.6↓87.2↑Paid out of own pocket for care you thought would be covered75.8↓80.1↑Delayed or did not visit doctor because you were worried about cost81.6↑80.1↑  | Explanation of Forms   | 71                         | $\downarrow$ | 68.6                                    | $\downarrow$      |
| Able to find out from health plan cost of health care service or equipment53.1↑55.6↓Able to find out from health plan cost of prescription medicines53↑62.1↑Coordination of Care82.9↓85.7↑Doctor had medical records or other information about your care91.5↓94.8↔Personal doctor's office followed up to give you test results79.6↓87.1↑Got test results as soon as you needed86.8↓93.2↑Doctor talked about prescription medicines88.2↑91.2↑Got help managing care78.3↑74.5↓Cost Composite ^ Lower rates indicate better scores.82.2↓84.5↑Health plan did not pay for needed care82.6↓87.2↑Paid out of own pocket for care you thought would be covered75.8↓80.1↑Delayed or did not visit doctor because you were worried about cost81.6↑80.1↑  | •  | 54.6                       | $\uparrow$   | 59.7                                    | $\uparrow$        |
| Able to find out from health plan cost of prescription medicines53 $\uparrow$ 62.1 $\uparrow$ Coordination of Care82.9 $\downarrow$ 85.7 $\uparrow$ Doctor had medical records or other information about your care91.5 $\downarrow$ 94.8 $\leftrightarrow$ Personal doctor's office followed up to give you test results79.6 $\downarrow$ 87.1 $\uparrow$ Got test results as soon as you needed86.8 $\downarrow$ 93.2 $\uparrow$ Doctor seemed informed and up to date about specialty care73.9 $\downarrow$ 77.8 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Got help managing care78.3 $\uparrow$ 12.5 $\downarrow$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ 84.5 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$  | Providing Needed Information   | 57.8                       | $\downarrow$ | 61.5                                    | $\downarrow$      |
| Coordination of Care82.9 $\downarrow$ 85.7 $\uparrow$ Doctor had medical records or other information about your care91.5 $\downarrow$ 94.8 $\leftrightarrow$ Personal doctor's office followed up to give you test results79.6 $\downarrow$ 87.1 $\uparrow$ Got test results as soon as you needed86.8 $\downarrow$ 93.2 $\uparrow$ Doctor seemed informed and up to date about specialty care73.9 $\downarrow$ 77.8 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Got help managing care78.3 $\uparrow$ 74.5 $\downarrow$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Health plan did not pay for needed care82.2 $\downarrow$ 84.5 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$   | Able to find out from health plan cost of health care service or equipment | 53.1                       | ↑            | 55.6                                    | $\downarrow$      |
| Coordination of Care82.9 $\downarrow$ 85.7 $\uparrow$ Doctor had medical records or other information about your care91.5 $\downarrow$ 94.8 $\leftrightarrow$ Personal doctor's office followed up to give you test results79.6 $\downarrow$ 87.1 $\uparrow$ Got test results as soon as you needed86.8 $\downarrow$ 93.2 $\uparrow$ Doctor seemed informed and up to date about specialty care73.9 $\downarrow$ 77.8 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Got help managing care78.3 $\uparrow$ 74.5 $\downarrow$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Health plan did not pay for needed care82.6 $\downarrow$ 87.2 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$   | Able to find out from health plan cost of prescription medicines           | 53                         | ↑            | 62.1                                    | $\uparrow$        |
| Personal doctor's office followed up to give you test results79.6 $\downarrow$ 87.1 $\uparrow$ Got test results as soon as you needed86.8 $\downarrow$ 93.2 $\uparrow$ Doctor seemed informed and up to date about specialty care73.9 $\downarrow$ 77.8 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Got help managing care78.3 $\uparrow$ 74.5 $\downarrow$ Cultural Competence Composite78.3 $\uparrow$ 12.5 $\downarrow$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ 84.5 $\uparrow$ Health plan did not pay for needed care82.6 $\downarrow$ 87.2 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$  |  | 82.9                       | $\downarrow$ | 85.7                                    | $\uparrow$        |
| Got test results as soon as you needed86.8 $\downarrow$ 93.2 $\uparrow$ Doctor seemed informed and up to date about specialty care73.9 $\downarrow$ 77.8 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Got help managing care78.3 $\uparrow$ 74.5 $\downarrow$ Cultural Competence Composite74.5 $\downarrow$ $\downarrow$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ 84.5 $\uparrow$ Health plan did not pay for needed care82.6 $\downarrow$ 87.2 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$  | Doctor had medical records or other information about your care            | 91.5                       | $\downarrow$ | 94.8                                    | $\leftrightarrow$ |
| Doctor seemed informed and up to date about specialty care73.9 $\downarrow$ 77.8 $\uparrow$ Doctor talked about prescription medicines88.2 $\uparrow$ 91.2 $\uparrow$ Got help managing care78.3 $\uparrow$ 74.5 $\downarrow$ Cultural Competence Composite $\cdot$ $\cdot$ $\cdot$ $\cdot$ Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ 84.5 $\uparrow$ Health plan did not pay for needed care82.6 $\downarrow$ 87.2 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$  | Personal doctor's office followed up to give you test results              | 79.6                       | $\downarrow$ | 87.1                                    | $\uparrow$        |
| Doctor talked about prescription medicines $\$$ 88.2 $\uparrow$ $91.2$ $\uparrow$ Got help managing care $78.3$ $\uparrow$ $74.5$ $\downarrow$ Cultural Competence Composite $\cdot$ $\cdot$ $\cdot$ $\cdot$ Forms available in preferred language $53.3$ $\uparrow$ $12.5$ $\downarrow$ Cost Composite ^ Lower rates indicate better scores. $82.2$ $\downarrow$ $84.5$ $\uparrow$ Health plan did not pay for needed care $82.6$ $\downarrow$ $87.2$ $\uparrow$ Paid out of own pocket for care you thought would be covered $75.8$ $\downarrow$ $80.1$ $\uparrow$ Delayed or did not visit doctor because you were worried about cost $81.6$ $\uparrow$ $80.1$ $\uparrow$  | Got test results as soon as you needed                                     | 86.8                       | $\downarrow$ | 93.2                                    | $\uparrow$        |
| Doctor talked about prescription medicines $\$$ 88.2 $\uparrow$ $91.2$ $\uparrow$ Got help managing care $78.3$ $\uparrow$ $74.5$ $\downarrow$ Cultural Competence Composite $\cdot$ $\cdot$ $\cdot$ $\cdot$ Forms available in preferred language $53.3$ $\uparrow$ $12.5$ $\downarrow$ Cost Composite ^ Lower rates indicate better scores. $82.2$ $\downarrow$ $84.5$ $\uparrow$ Health plan did not pay for needed care $82.6$ $\downarrow$ $87.2$ $\uparrow$ Paid out of own pocket for care you thought would be covered $75.8$ $\downarrow$ $80.1$ $\uparrow$ Delayed or did not visit doctor because you were worried about cost $81.6$ $\uparrow$ $80.1$ $\uparrow$  | Doctor seemed informed and up to date about specialty care                 | 73.9                       | $\downarrow$ | 77.8                                    | $\uparrow$        |
| Got help managing care78.3 $\uparrow$ 74.5 $\downarrow$ Cultural Competence Composite </td <td></td> <td></td> <td></td> <td></td> <td></td>  |  |                            |              |   |                   |
| Cultural Competence CompositeImage: Composite of the second |  |                            | · ·          |   |                   |
| Forms available in preferred language53.3 $\uparrow$ 12.5 $\downarrow$ Cost Composite ^ Lower rates indicate better scores.82.2 $\downarrow$ 84.5 $\uparrow$ Health plan did not pay for needed care82.6 $\downarrow$ 87.2 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$  |  | 10.0                       | 1            | 7 1.0                                   | •                 |
| Cost Composite ^ Lower rates indicate better scores. $82.2$ $\checkmark$ $84.5$ $\uparrow$ Health plan did not pay for needed care $82.6$ $\downarrow$ $87.2$ $\uparrow$ Paid out of own pocket for care you thought would be covered $75.8$ $\downarrow$ $80.1$ $\uparrow$ Delayed or did not visit doctor because you were worried about cost $81.6$ $\uparrow$ $80.1$ $\uparrow$   |  | 53.3                       | ↑            | 12.5                                    | $\downarrow$      |
| Health plan did not pay for needed care82.6 $\downarrow$ 87.2 $\uparrow$ Paid out of own pocket for care you thought would be covered75.8 $\downarrow$ 80.1 $\uparrow$ Delayed or did not visit doctor because you were worried about cost81.6 $\uparrow$ 80.1 $\uparrow$   |  |                            |              |   |                   |
| Paid out of own pocket for care you thought would be covered       75.8       ↓       80.1       ↑         Delayed or did not visit doctor because you were worried about cost       81.6       ↑       80.1       ↑  |  |                            |              |   |                   |
| Delayed or did not visit doctor because you were worried about cost 81.6 1 80.1 1   |  | 75.8                       |              |   | $\uparrow$        |
|   |  |                            |              |   |                   |
|   |  |                            | ,<br>,       |   |                   |



| 2023 Enrollee Experience Survey Results<br>On Exchange                     | Highmark<br>Inc. PPO¹<br>Rates* |
|--|---------------------------------|
| Personal Doctor  | 91.7                            |
| Specialist   | 87.1                            |
| All Health Care  | 84.8                            |
| Health Plan  | 79.5                            |
| Getting Needed Care  | 77.9                            |
| Ease of getting care, tests, treatment needed                              | 81.9                            |
| Obtained appointment with specialist as soon as needed                     | 73.9                            |
| Getting Care Quickly   | 76.7                            |
| Obtained needed care right away  | 72.1                            |
| Obtained appointment for care as soon as needed                            | 81.4                            |
| How Well Doctors Communicate   | 92.2                            |
| Doctors explained things in an understandable way                          | 92.6                            |
| Doctors listened carefully to you  | 92.1                            |
| Doctors showed respect for what you had to say                             | 93.4                            |
| Doctors spent enough time with you   | 90.9                            |
| Customer Service   | 71.6                            |
| Getting information/help from customer service                             | 65.0                            |
| Treated with courtesy and respect by customer service staff                | 83.0                            |
| Longer than expected wait time to speak with customer service staff        | 70.5                            |
| Forms were easy to fill out  | 73.3                            |
| Explanation of Forms   | 66.2                            |
| Access to Information Composite  | 54.7                            |
| Providing Needed Information   | 57.1                            |
| Able to find out from health plan cost of health care service or equipment | 51.8                            |
| Able to find out from health plan cost of prescription medicines           | 55.2                            |
| Coordination of Care   | 86.1                            |
| Doctor had medical records or other information about your care            | 95.3                            |
| Personal doctor's office followed up to give you test results              | 83.2                            |
| Got test results as soon as you needed                                     | 89.0                            |
| Doctor seemed informed and up to date about specialty care                 | 76.7                            |
| Doctor talked about prescription medicines                                 | 89.1                            |
| Got help managing care   | 83.3                            |
| Cultural Competence Composite  |                                 |
| Forms available in preferred language                                      | 2.2                             |
| Cost Composite ^ Lower rates indicate better scores.                       | 85.4                            |
| Health plan did not pay for needed care                                    | 86.3                            |
| Paid out of own pocket for care you thought would be covered               | 79.7                            |
| Delayed or did not visit doctor because you were worried about cost        | 84.4                            |
| Delayed or did not fill prescriptions because you were worried about cost  | 91.3                            |



| 2023 CAHPS <sup>®</sup><br>Survey Results<br>Pennsylvania Children's Health Insurance Program<br>(CHIP)  | Highmark<br>Choice<br>Company<br>HMO CHIP <sup>1</sup><br>Rates* |
|--|--|
| Personal Doctor  | 85.4%  |
| Specialist   | 82.3%  |
| All Health Care  | 89.7%  |
| Health Plan  | 87.3%  |
| Getting Needed Care  | 82.4%  |
| Ease of getting care, tests, treatment needed  | 89.0%  |
| Obtained appointment with specialist as soon as needed   | 75.8%  |
| Getting Care Quickly   | 90.7%  |
| Obtained needed care right away  | 91.8%  |
| Obtained appointment for care as soon as needed  | 89.6%  |
| How Well Doctors Communicate   | 96.1%  |
| Doctors explained things in an understandable way  | 95.9%  |
| Doctors listened carefully to you  | 95.9%  |
| Doctors showed respect for what you had to say   | 97.3%  |
| Doctors spent enough time with you   | 95.2%  |
| Customer Service   | 92.4%  |
| Getting information/help from customer service   | 86.4%  |
| Treated with courtesy and respect by customer service staff  | 98.5%  |
| Coordination of Care   |  |
| Personal doctor seemed informed and up to date about the care from doctors or other health providers   | 88.3%  |
| Ease of Filling out Forms  |  |
| Forms were easy to fill out *Pates are single statistics generated for a survey guestion. In general, Pates represent the percentage of response | 92.3%  |

\*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"). <sup>1</sup>First year survey fielded. CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>®</sup>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.

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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.

