2023 CAHPS <sup>®</sup> Survey Results Medicare Advantage	Freedor Blue PP Rates*	0	Securi Blue HM 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 Commercial HMO	Highma Choic Compa HMO Ra	e iny	First Priori Health F Rates	ty 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 Commercial EPO/PPO	Highma Inc. EPO/PF Rates	<b>2</b> 0	Highma Healt Insurar Compa PPO Rates	h nce any )
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 Commercial EPO/PPO	Highma Benefit Group EPO/PP Rates	ts 9 90	First Pric Life Insuran Compa PPO Rat	ice 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 Survey Results On Exchange EPO</th> <th>Highma Inc. EP Rates</th> <th>0</th> <th>Highm Cover Advant EPC Rate</th> <th>age tage )</th>	2023 Enrollee Experience Survey Results On Exchange EPO	Highma Inc. EP Rates	0	Highm Cover Advant EPC Rate	age tage )
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			$\uparrow$
			, ,		



2023 Enrollee Experience Survey Results On Exchange	Highmark Inc. PPO¹ 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> Survey Results Pennsylvania Children's Health Insurance Program (CHIP)	Highmark Choice Company HMO CHIP <sup>1</sup> 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.

The following entities serve western and northeastern Pennsylvania and are independent licensees of the Blue Cross Blue Shield Association: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life, or Highmark Senior Health Company.

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.

