

2023 CAHPS® Highmark Blue Cross Blue Shield Medicare Advantage Survey Results

Medicare
Advantage
HMO Rates*

Medicare
Advantage
PPO Rates*

	Medicare Advantage HMO Rates*		Medicare Advantage PPO Rates*	
Personal Doctor	91.9%	↓	92.2%	↑
Specialist	89.8%	↓	90.7%	↑
All Health Care	86.2%	↓	86.9%	↓
Health Plan	84.9%	↓	86.1%	↓
Drug Plan Rating	83.8%	↓	86.0%	↓
Getting Needed Care	83.6%	↑	83.3%	↓
Ease of getting care, tests, treatment needed	84.0%	↓	84.4%	↑
Obtained appointment with specialist as soon as needed	83.3%	↑	82.1%	↓
Getting Care Quickly	80.7%	↑	80.0%	↑
Obtained needed care right away	88.9%	↑	87.5%	↑
Obtained appointment for care as soon as needed	86.5%	↑	84.7%	↓
Provider seen within 15 minutes of appointment time	66.8%	↓	67.8%	↑
How Well Doctors Communicate	92.5%	↓	92.2%	↓
Doctors explained things in an understandable way	91.6%	↓	91.8%	↓
Doctors listened carefully to you	92.5%	↓	92.4%	↑
Doctors showed respect for what you had to say	94.3%	↑	93.5%	↓
Doctors spent enough time with you	91.9%	↑	91.0%	↑
Customer Service	87.3%	↓	86.6%	↓
Getting information/help from customer service	77.3%	↓	76.2%	↓
Treated with courtesy and respect by customer service staff	91.2%	↓	90.7%	↓
Health plan forms easy to fill out	93.5%	↓	93.0%	↓
Coordination of Care	85.5%	↓	85.4%	↓
Doctor had medical records or other information about your care	95.4%	↓	95.2%	↓
Personal doctor's office followed up to give you test results	79.7%	↑	81.7%	↑
Got test results as soon as you needed	82.0%	↑	83.9%	↓
Doctor talked about prescription medicines	81.5%	↓	82.2%	↓
Got help managing care	89.3%	↑	85.5%	↑
Personal doctor seemed informed and up to date about the care from doctors or other health providers	81.9%	↓	81.1%	↓

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



2023 CAHPS® Highmark Blue Cross Blue Shield Medicare Advantage Prescription (PDP) Survey Comparison

Medicare
Advantage
Blue Rx
Rates*

Drug Plan Rating	92.1%	↓
Getting Needed Prescription Drugs	92.0%	↓
Ease of use of prescription drug plan to obtain prescribed medications	91.9%	↓
Ease of use of prescription drug plan to fill prescribed medications at local pharmacy	92.2%	↓
Ease of use of prescription drug plan to fill prescribed medications by mail	89.4%	↑
Single Item		
In the last 6 months, did you spend one or more nights in a hospital? <small>A lower rate indicates better performance</small>	NA	↓
Ever delay filling prescribed medicines because of cost?	97.4%	↓
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.	49.0%	↑
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.	21.1%	↓
Do you have serious difficulty walking or climbing stairs? <small>A lower rate indicates better performance</small>	78.0%	↑
Do you have difficulty dressing or bathing? <small>A lower rate indicates better performance</small>	94.4%	↑
Because of physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping? <small>A lower rate indicates better performance</small>	87.0%	↓
Do you ever use the internet at home?	84.2%	↑

↓ ↑ Indicates below or above previous year results; NA – either too few beneficiaries answered the question to permit reporting, or the score had very low reliability and no comparison is available. *Rates are single statistics generated for a survey question. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). ®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.

Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association.

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.

