

2023 CAHPS® Survey Results Highmark Senior Solutions Company Medicare Advantage

2023 Freedom
Blue PPO
Rates*

Personal Doctor	92.3%	↑
Specialist	90.4%	↑
All Health Care	86.0%	↓
Health Plan	88.5%	↓
Drug Plan Rating	86.7%	↑
Getting Needed Care	83.5%	↓
Ease of getting care, tests, treatment needed	83.9%	↓
Obtained appointment with specialist as soon as needed	83.1%	↓
Getting Care Quickly	79.1%	↓
Obtained needed care right away	85.9%	↓
Obtained appointment for care as soon as needed	86.0%	↓
Provider seen within 15 minutes of appointment time	65.3%	↑
How Well Doctors Communicate	92.8%	↑
Doctors explained things in an understandable way	92.4%	↑
Doctors listened carefully to you	93.0%	↑
Doctors showed respect for what you had to say	94.4%	↑
Doctors spent enough time with you	91.5%	↑
Customer Service	93.5%	↓
Getting information/help from customer service	88.3%	↓
Treated with courtesy and respect by customer service staff	96.1%	↓
Health plan forms easy to fill out	96.1%	↑
Coordination of Care	87.5%	↑
Doctor had medical records or other information about your care	95.5%	↑
Personal doctor's office followed up to give you test results	88.4%	↑
Got test results as soon as you needed	88.9%	↑
Doctor talked about prescription medicines	83.5%	↑
Got help managing care	89.6%	↑
Personal doctor seemed informed and up to date about the care from doctors or other health providers	80.9%	↑

↓ ↔ ↑ Indicates below, equal, or above 2022 results.

2023 CAHPS® Survey Results Highmark Health Insurance Company Medicare Advantage Blue Rx

2023
Medicare
Advantage
Blue Rx
Rates

Drug Plan Rating	83.5%	↑
Getting Needed Prescription Drugs	89.7%	↑
Ease of use of prescription drug plan to obtain prescribed medications	88.7%	↑
Ease of use of prescription drug plan to fill prescribed medications at local pharmacy	90.5%	↑
Ease of use of prescription drug plan to fill prescribed medications by mail	89.9%	↑
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%	↑
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.	49.4%	↑
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.	25.6%	↑
Do you have serious difficulty walking or climbing stairs? ^A lower rate indicates better performance	72.7%	↑
Do you have difficulty dressing or bathing? ^A lower rate indicates better performance	89.2%	↓
Because of physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping? ^A lower rate indicates better performance	81.6%	↓
Do you ever use the internet at home?	70.7%	↑

↓ ↔ ↑ 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[®] Survey Results Highmark Blue Cross Blue Shield Commercial EPO/PPO

Highmark
Blue Cross
Blue Shield
EPO/PPO
Rates*

Personal Doctor	90.4%	↓
Specialist	86.5%	↑
All Health Care	75.0%	↓
Health Plan	69.7%	↓
Getting Needed Care	86.7%	↓
Ease of getting care, tests, treatment needed	90.8%	↓
Obtained appointment with specialist as soon as needed	82.7%	↓
Getting Care Quickly	82.2%	↓
Obtained needed care right away	82.5%	↓
Obtained appointment for care as soon as needed	82.0%	↓
How Well Doctors Communicate	97.0%	↑
Doctors explained things in an understandable way	98.4%	↓
Doctors listened carefully to you	95.9%	↓
Doctors showed respect for what you had to say	96.7%	↑
Doctors spent enough time with you	96.7%	↑
Customer Service	86.0%	↓
Getting information/help from customer service	80.4%	↑
Treated with courtesy and respect by customer service staff	91.5%	↓
Claims Processing	91.1%	↓
Claims handled quickly	87.5%	↓
Claims handled correctly	94.7%	↑
Coordination of Care		
Personal doctor seemed informed and up to date about the care from doctors or other health providers	90.1%	↑
Ease of Filling out Forms		
Forms were easy to fill out	95.9%	↓

↓ ↔ ↑ Indicates below, equal, or above previous year results; *Rates are single statistics generated for a survey question. In general, Rates represent the percentage of respondents who chose the most favorable response options (“Always” and “Usually”; “Yes;” or “8,” “9,” and “10”). 1First year survey fielded. CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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