

# 2023 Enrollee Experience Survey Results Highmark Blue Shield on Exchange

Highmark Blue  
Shield on  
Exchange  
POS

Personal Doctor	87.8	↑
Specialist	85.1	↔
All Health Care	73.9	↓
Health Plan	58.2	↓
<b>Getting Needed Care</b>	<b>73.9</b>	<b>↑</b>
Ease of getting care, tests, treatment needed	73.7	↓
Obtained appointment with specialist as soon as needed	74.0	↑
<b>Getting Care Quickly</b>	<b>71.4</b>	<b>↓</b>
Obtained needed care right away	72.0	↓
Obtained appointment for care as soon as needed	70.7	↓
<b>How Well Doctors Communicate</b>	<b>92.5</b>	<b>↑</b>
Doctors explained things in an understandable way	92.3	↑
Doctors listened carefully to you	93.3	↑
Doctors showed respect for what you had to say	94.9	↑
Doctors spent enough time with you	89.6	↑
<b>Customer Service</b>	<b>58.4</b>	<b>↓</b>
Getting information/help from customer service	47.8	↓
Treated with courtesy and respect by customer service staff	82.6	↓
Longer than expected wait time to speak with customer service staff	49.5	↓
Forms were easy to fill out	57.7	↓
Explanation of Forms	54.4	↓
<b>Access to Information Composite</b>	<b>42.1</b>	<b>↓</b>
Providing Needed Information	49.5	↓
Able to find out from health plan cost of health care service or equipment	34.2	↓
Able to find out from health plan cost of prescription medicines	42.7	↑
<b>Coordination of Care</b>	<b>84.1</b>	<b>↓</b>
Doctor had medical records or other information about your care	89.6	↓
Personal doctor's office followed up to give you test results	82.4	↑
Got test results as soon as you needed	90.5	↑
Doctor seemed informed and up to date about specialty care	78.3	↑
Doctor talked about prescription medicines	90.3	↑
Got help managing care	75.9	↓
<b>Cultural Competence Composite</b>		
Forms available in preferred language	37.5	↑
<b>Cost Composite ^</b>	<b>77.5</b>	<b>↓</b>
Health plan did not pay for needed care	78.2	↓
Paid out of own pocket for care you thought would be covered	70.0	↓
Delayed or did not visit doctor because you were worried about cost	72.8	↓
Delayed or did not fill prescriptions because you were worried about cost	89.0	↓

↓ ↔ ↑ 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"); ^ Lower rates indicate better scores. ©Blue Shield and the Blue Shield symbols are registered marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield companies. Highmark Western and Northeastern New York Inc. d/b/a Highmark 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.

