

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

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

2023 CAHPS® Survey Result Medicare Advantage Blue Rx

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? <small>A lower rate indicates better performance</small>	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? <small>A lower rate indicates better performance</small>	72.7%	↑
Do you have difficulty dressing or bathing? <small>A lower rate indicates better performance</small>	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? <small>A lower rate indicates better performance</small>	81.6%	↓
Do you ever use the internet at home?	70.7%	↑

↓ ↔ ↑ Indicates below, equal, 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.

2023 CAHPS® Survey Results Commercial EPO/PPO

Highmark
Inc. EPO/PPO
Rates*

Personal Doctor	88.9%	↔
Specialist	82.4%	↓
All Health Care	81.7%	↓
Health Plan	68.8%	↓
Getting Needed Care	86.9%	↓
Ease of getting care, tests, treatment needed	89.9%	↓
Obtained appointment with specialist as soon as needed	83.9%	↓
Getting Care Quickly	84.9%	↓
Obtained needed care right away	87.0%	↓
Obtained appointment for care as soon as needed	82.9%	↓
How Well Doctors Communicate	96.7%	↓
Doctors explained things in an understandable way	97.3%	↓
Doctors listened carefully to you	96.5%	↓
Doctors showed respect for what you had to say	98.2%	↑
Doctors spent enough time with you	94.7%	↓
Customer Service	84.5%	↓
Getting information/help from customer service	74.4%	↓
Treated with courtesy and respect by customer service staff	94.7%	↓
Claims Processing	88.3%	↓
Claims handled quickly	87.5%	↓
Claims handled correctly	89.1%	↓
Coordination of Care		
Personal doctor seemed informed and up to date about the care from doctors or other health providers	85.2%	↓
Ease of Filling out Forms		
Forms were easy to fill out	99.3%	↑

↓ ↔ ↑ Indicates above, below, or equal to previous year results.

2023 CAHPS® Survey Results Commercial EPO/PPO

Highmark
Health
Insurance
Company
PPO Rates*

Highmark
Benefits
Group
EPO/PPO
Rates*

	Highmark Health Insurance Company PPO Rates*		Highmark Benefits Group EPO/PPO Rates*	
Personal Doctor	91.7%	↑	84.8%	↓
Specialist	84.4%	↓	80.8%	↓
All Health Care	80.3%	↓	69.2%	↓
Health Plan	73.5%	↑	56.7%	↓
Getting Needed Care	93.0%	↑	82.1%	↓
Ease of getting care, tests, treatment needed	94.3%	↑	83.2%	↓
Obtained appointment with specialist as soon as needed	91.7%	↑	81.1%	↓
Getting Care Quickly	90.2%	↑	81.8%	↓
Obtained needed care right away	93.2%	↑	81.6%	↓
Obtained appointment for care as soon as needed	87.2%	↑	81.9%	↑
How Well Doctors Communicate	98.5%	↑	94.6%	↓
Doctors explained things in an understandable way	96.6%	↓	95.1%	↓
Doctors listened carefully to you	99.1%	↑	95.1%	↓
Doctors showed respect for what you had to say	100.0%	↑	97.1%	↓
Doctors spent enough time with you	98.3%	↑	91.2%	↓
Customer Service	86.4%	↓	77.6%	↓
Getting information/help from customer service	75.8%	↓	67.7%	↓
Treated with courtesy and respect by customer service staff	97.1%	↑	87.5%	↓
Claims Processing	93.9%	↑	89.8%	↔
Claims handled quickly	89.4%	↓	90.3%	↓
Claims handled correctly	98.5%	↑	89.3%	↑
Coordination of Care				
Personal doctor seemed informed and up to date about the care from doctors or other health providers	83.1%	↓	87.9%	↓
Ease of Filling out Forms				
Forms were easy to fill out	98.7%	↑	96.9%	↑

↓ ↔ ↑ Indicates above, below, or equal to previous year results.

2023 Enrollee Experience On Exchange Survey Results

Highmark
Inc. PPO¹
Rates*

Highmark
Inc. EPO
Rates*

	Highmark Inc. PPO ¹ Rates*	Highmark Inc. EPO Rates*	
Personal Doctor	91.7	89.3	↓
Specialist	87.1	87.7	↓
All Health Care	84.8	83.1	↓
Health Plan	79.5	76.6	↑
Getting Needed Care	77.9	74.5	↓
Ease of getting care, tests, treatment needed	81.9	80.5	↓
Obtained appointment with specialist as soon as needed	73.9	68.5	↓
Getting Care Quickly	76.7	76.1	↓
Obtained needed care right away	72.1	76.6	↓
Obtained appointment for care as soon as needed	81.4	75.7	↓
How Well Doctors Communicate	92.2	91.2	↓
Doctors explained things in an understandable way	92.6	91.7	↓
Doctors listened carefully to you	92.1	90.6	↓
Doctors showed respect for what you had to say	93.4	92.4	↓
Doctors spent enough time with you	90.9	90.0	↓
Customer Service	71.6	72.6	↓
Getting information/help from customer service	65.0	66.1	↓
Treated with courtesy and respect by customer service staff	83.0	87.6	↓
Longer than expected wait time to speak with customer service staff	70.5	64.6	↓
Forms were easy to fill out	73.3	73.7	↑
Explanation of Forms	66.2	71.0	↓
Access to Information Composite	54.7	54.6	↑
Providing Needed Information	57.1	57.8	↓
Able to find out from health plan cost of health care service or equipment	51.8	53.1	↑
Able to find out from health plan cost of prescription medicines	55.2	53.0	↑
Coordination of Care	86.1	82.9	↓
Doctor had medical records or other information about your care	95.3	91.5	↓
Personal doctor's office followed up to give you test results	83.2	79.6	↓
Got test results as soon as you needed	89.0	86.8	↓
Doctor seemed informed and up to date about specialty care	76.7	73.9	↓
Doctor talked about prescription medicines	89.1	88.2	↑
Got help managing care	83.3	78.3	↑
Cultural Competence Composite			
Forms available in preferred language	2.2	53.3	↑
Cost Composite [^] Lower rates indicate better scores.	85.4	82.2	↓
Health plan did not pay for needed care	86.3	82.6	↓
Paid out of own pocket for care you thought would be covered	79.7	75.8	↓
Delayed or did not visit doctor because you were worried about cost	84.4	81.6	↑
Delayed or did not fill prescriptions because you were worried about cost	91.3	88.8	↓

↓ ↔ ↑ Indicates above, below, or equal to 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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