

# 2023 CAHPS® Highmark Blue Cross Blue Shield Commercial Survey Results

Essential  
Plan  
Rates\*

Highmark  
Blue Cross  
Blue Shield  
HMO/POS/  
PPO Rates\*

Personal Doctor	79.2%	↓	83.2%	↓
Specialist	85.7%	↓	82.9%	↓
All Health Care	80.2%	↓	71.7%	↓
Health Plan	85.4%	↑	66.7%	↓
<b>Getting Needed Care</b>	84.7%	↓	87.5%	↑
Ease of getting care, tests, treatment needed	88.0%	↓	90.2%	↑
Obtained appointment with specialist as soon as needed	81.4%	↓	84.8%	↑
<b>Getting Care Quickly</b>	83.8%	↓	88.2%	↑
Obtained needed care right away	80.4%	↓	86.2%	↑
Obtained appointment for care as soon as needed	87.1%	↓	90.3%	↑
<b>How Well Doctors Communicate</b>	91.9%	↓	96.2%	↓
Doctors explained things in an understandable way	93.1%	↓	97.8%	↓
Doctors listened carefully to you	90.7%	↓	96.4%	↓
Doctors showed respect for what you had to say	94.6%	↓	97.1%	↓
Doctors spent enough time with you	89.1%	↓	93.5%	↓
<b>Customer Service</b>	89.7%	↓	80.2%	↓
Getting information/help from customer service	86.8%	↓	72.2%	↓
Treated with courtesy and respect by customer service staff	92.5%	↓	88.2%	↓
<b>Claims Processing</b>	85.2%	↓	84.6%	↓
Claims handled quickly	81.8%	↓	85.3%	↑
Claims handled correctly	88.6%	↓	83.8%	↓
<b>Coordination of Care</b>				
Personal doctor seemed informed and up to date about the care from doctors or other health providers	82.2%	↓	86.5%	↓
<b>Ease of Filling out Forms</b>				
Forms were easy to fill out	94.7%	↓	96.4%	↓

↓ ↑ Indicates below or above previous year results; \*Rates are single statistics generated for a survey question. Rates represent the percentage of respondents who chose the most favorable response options (“Always” and “Usually”; “Yes;” or “8,” “9”, and “10”); 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.

