

# 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%	↑
<b>Getting Needed Care</b>	83.5%	↓
Ease of getting care, tests, treatment needed	83.9%	↓
Obtained appointment with specialist as soon as needed	83.1%	↓
<b>Getting Care Quickly</b>	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%	↑
<b>How Well Doctors Communicate</b>	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%	↑
<b>Customer Service</b>	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%	↑
<b>Coordination of Care</b>	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<sup>®</sup> Survey Results Highmark Health Insurance Company Medicare Advantage Blue Rx

2023  
Medicare  
Advantage  
Blue Rx  
Rates

Drug Plan Rating	83.5%	↑
<b>Getting Needed Prescription Drugs</b>	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%	↑
<b>Single Item</b>		
In the last 6 months, did you spend one or more nights in a hospital? <sup>A</sup> 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? <sup>A</sup> lower rate indicates better performance	72.7%	↑
Do you have difficulty dressing or bathing? <sup>A</sup> 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? <sup>A</sup> 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%	↓
<b>Getting Needed Care</b>	86.7%	↓
Ease of getting care, tests, treatment needed	90.8%	↓
Obtained appointment with specialist as soon as needed	82.7%	↓
<b>Getting Care Quickly</b>	82.2%	↓
Obtained needed care right away	82.5%	↓
Obtained appointment for care as soon as needed	82.0%	↓
<b>How Well Doctors Communicate</b>	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%	↑
<b>Customer Service</b>	86.0%	↓
Getting information/help from customer service	80.4%	↑
Treated with courtesy and respect by customer service staff	91.5%	↓
<b>Claims Processing</b>	91.1%	↓
Claims handled quickly	87.5%	↓
Claims handled correctly	94.7%	↑
<b>Coordination of Care</b>		
Personal doctor seemed informed and up to date about the care from doctors or other health providers	90.1%	↑
<b>Ease of Filling out Forms</b>		
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).

®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.

The following entities serve West Virginia and are independent licensees of the Blue Cross Blue Shield Association: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. 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.

