

2023 CAHPS® Highmark Blue Shield Medicare Advantage Survey Results	Medicare Advantage HMO Rates*		Medicare Advantage PPO Rates*	
Personal Doctor	91.9%	↓	92.2%	↑
Specialist	89.8%	↓	90.7%	↑
All Health Care	86.2%	↓	86.9%	↓
Health Plan	84.9%	↓	86.1%	↓
Drug Plan Rating	83.8%	↓	86.0%	↓
Getting Needed Care	83.6%	↑	83.3%	↓
Ease of getting care, tests, treatment needed	84.0%	↓	84.4%	↑
Obtained appointment with specialist as soon as needed	83.3%	↑	82.1%	↓
Getting Care Quickly	80.7%	↑	80.0%	↑
Obtained needed care right away	88.9%	↑	87.5%	↑
Obtained appointment for care as soon as needed	86.5%	↑	84.7%	↓
Provider seen within 15 minutes of appointment time	66.8%	↓	67.8%	↑
How Well Doctors Communicate	92.5%	↓	92.2%	↓
Doctors explained things in an understandable way	91.6%	↓	91.8%	↓
Doctors listened carefully to you	92.5%	↓	92.4%	↑
Doctors showed respect for what you had to say	94.3%	↑	93.5%	↓
Doctors spent enough time with you	91.9%	↑	91.0%	↑
Customer Service	87.3%	↓	86.6%	↓
Getting information/help from customer service	77.3%	↓	76.2%	↓
Treated with courtesy and respect by customer service staff	91.2%	↓	90.7%	↓
Health plan forms easy to fill out	93.5%	↓	93.0%	↓
Coordination of Care	85.5%	↓	85.4%	↓
Doctor had medical records or other information about your care	95.4%	↓	95.2%	↓
Personal doctor's office followed up to give you test results	79.7%	↑	81.7%	↑
Got test results as soon as you needed	82.0%	↑	83.9%	↓
Doctor talked about prescription medicines	81.5%	↓	82.2%	↓
Got help managing care	89.3%	↑	85.5%	↑
Personal doctor seemed informed and up to date about the care from doctors or other health providers	81.9%	↓	81.1%	↓

↓ ↑ Indicates below or above previous year results; *Rates are single statistics generated for a survey question. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



2023 CAHPS[®] Highmark Blue Shield Medicare Advantage Prescription (PDP) Survey

Medicare
Advantage
Blue Rx
Rates*

Drug Plan Rating	92.1%	↓
Getting Needed Prescription Drugs	92.0%	↓
Ease of use of prescription drug plan to obtain prescribed medications	91.9%	↓
Ease of use of prescription drug plan to fill prescribed medications at local pharmacy	92.2%	↓
Ease of use of prescription drug plan to fill prescribed medications by mail	89.4%	↑
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?	97.4%	↓
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription.	49.0%	↑
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications.	21.1%	↓
Do you have serious difficulty walking or climbing stairs? ^{A lower rate indicates better performance}	78.0%	↑
Do you have difficulty dressing or bathing? ^{A lower rate indicates better performance}	94.4%	↑
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}	87.0%	↓
Do you ever use the internet at home?	84.2%	↑

↓ ↑ Indicates below 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. *Rates are single statistics generated for a survey question; CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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