

PROVIDER QUICK POINTS

PROVIDER INFORMATION



August 10, 2016

Provider Surveys - We Need Your Feedback

As a participating network provider in the Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) network, you provide quality care and service to our subscribers. We want to hear from you, our network, on your experience with different aspects of the health care system. Below is a list of surveys that will be going out over the next few months. The survey participants are randomly selected so please keep an eye out for a mailed, telephone, or email survey. A strong response rate allows us an opportunity to properly analyze results thus identifying opportunities to improve your satisfaction with Blue Cross.

Survey Description	Survey Mode	Survey Timeline
Access to Care - This survey studies the network's ability to provide timely appointment access for routine and follow-up care. This study helps us identify if we have adequate network access to meet the needs of our subscribers.	Telephone Calls	Aug - Oct
Utilization Management - This survey studies practitioners' satisfaction with the utilization management policies and procedures, including the appeals process.	Email	Aug - Sept
Accuracy of Provider Directory - This survey measures the accuracy of practitioner and hospital information available to subscribers on our online provider directory.	Fax	Sept - Dec
Coordination of Medical and/or Behavioral Care - This survey studies continuity and coordination of care between medical and behavioral healthcare providers.	Telephone Calls	Oct - Nov

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.