

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



Year-End 2022

## PROVIDER PRESS

### ADMINISTRATIVE UPDATES

Member Rights & Responsibilities

Page 2

### QUALITY IMPROVEMENT

Upcoming Surveys

Page 2

## ADMINISTRATIVE UPDATES

### Member Rights and Responsibilities

Blue Cross is committed to treating its members in a way that respects their rights, while maintaining an expectation of their individual responsibilities. All Blue Cross members have certain rights concerning their care and treatment, and responsibilities as a member, such as following agreed upon instructions for care, or supplying information needed to provide care. A complete listing of Member Rights and Responsibilities can be found online at [bluecrossmn.com](http://bluecrossmn.com) by entering “member rights” in the search field. Questions or requests for a paper copy may be directed to Lisa K. at (651) 662-2775.

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## QUALITY IMPROVEMENT

### Upcoming Surveys: We Need Your Feedback—Your Opinion Matters to Us!

As a participating provider in the Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) networks, we rely on you to provide quality care and service to our members—your patients. We also need to hear from you, our partners, on your experience with different aspects of the healthcare system.

Your Provider Service Agreement requires your support and collaboration to maintain the best quality of care for the patients we both serve. National Committee for Quality Assurance (NCQA) standards are one of many ways that our partnership helps support this delivery of quality care and patient satisfaction. Blue Cross is asking its provider partners to assist in the important requirements of NCQA by cooperating with surveys, if you are randomly selected. By responding to these important surveys, you will directly impact the high value placed in the care you deliver to patients through your partnership with Blue Cross.

Below is a summary of surveys that are conducted and an estimation of when you may expect them annually. These surveys can come in a variety of formats, so please keep an eye out for a mailed, telephone, or email survey. A strong response rate provides us with a clearer picture of our network’s experience and expectations, so we can more confidently identify opportunities to improve your satisfaction with Blue Cross.

Additionally, we ask that you notify your front-line staff about these surveys and support their cooperation. We have built these surveys for efficiency and the best use of your staff’s time as to create only minimal interruption to your operations. Currently, we do not have a way to provide these surveys to specific individuals as we do not have a database to store the information or the resources to make sure that information for individual contacts are up to date.

| Survey Purpose   | Survey Mode  | Expected in Field                          |
|--|--|--|
| <b>Access to Care</b> - This survey studies your ability to provide timely appointment access based on provider specialty and member need (urgent, routine, new patient, or existing patient). | Mailed letter with address for survey via a digital platform + follow up calls | 2 <sup>nd</sup> or 3 <sup>rd</sup> Quarter |
| <b>After Hours Access</b> - This survey studies your ability to either care for or direct members to appropriate care outside of normal business hours.  | Telephone  | 2 <sup>nd</sup> or 3 <sup>rd</sup> Quarter |
| <b>Utilization Management</b> - This survey studies practitioners’ satisfaction with utilization management policies and procedures, including the appeals process.                            | E-mail   | 3 <sup>rd</sup> or 4 <sup>th</sup> Quarter |
| <b>Accuracy of Provider Directory</b> - This survey measures the accuracy of practitioner and hospital information available to members on our online or printed provider directories.         | Mailed letter with address for survey via a digital platform                   | 2 <sup>nd</sup> or 3 <sup>rd</sup> Quarter |
| <b>Coordination of Medical and/or Behavioral Care</b> - This survey studies the frequency and effectiveness of continuity and coordination of care across different avenues of care.           | Mailed letter with address for survey via a digital platform                   | 3 <sup>rd</sup> or 4 <sup>th</sup> Quarter |