Florida Blue | MEDICARE

April 2026

Encourage Your Florida Blue Medicare Patients to Take Post Provider Office Visit Survey

Patient feedback provides valuable insight regarding the quality of health care services. In support of this, we implement a Post Provider Office Visit (PPOV) survey to gather information from Florida Blue Medicare members about recent visits to our network providers' offices.

The PPOV survey invites members to share opinions about the quality of medical services rendered, as well as overall patient experiences. Such responses can identify areas of improvement or highlight areas of strength for your practice. The survey is administered by Qualtrics, an independent third-party group, and is sent only to members who have not received a survey within the previous six months. All responses are anonymous.

Reports with survey results for primary care physicians (PCPs) are sent to providers via email every month. Groups and individual PCPs must receive at least 10 survey responses before the monthly report is generated.

We ask that you remind your patients about the PPOV survey and the value of sharing their feedback.

Learn more about the survey and monthly reports with our frequently asked questions and related bulletin.

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