

Access Information about Quality Programs Find Policies, Programs, Articles Online

Quality counts in care and service. We are committed to supporting the standards established by federal and state regulatory agencies and the National Committee for Quality Assurance (NCQA). These include the Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) and Consumer Assessment of Healthcare Providers and Systems (CAHPS^{®2}).

We have made it easy to find valuable information online about our Quality programs. Go to the Florida Blue provider website at **FloridaBlue.com**, select the **For Providers** tab (top of the page), and then **Programs**. The 10 links on this page contain information about programs to help improve the coordination and quality of care for all of our members.

Available resources on our site include, but are not limited to:

- Access to Utilization Management (UM)
 - Members' rights and responsibilities
 - Our financial incentives policy
- Advanced Care Planning
 - Advance Directives and Living Wills
- Case management
- Centers for Medicare & Medicaid Services (CMS) Member Survey Experience
- Medical record documentation (Risk Adjustment)
- Quality: HEDIS & PQA Measures

Share the News

Be sure to share this information with your office staff by passing along the links on our [Programs](#) and [Quality Programs: HEDIS & PQA Measures](#) pages.

Information about CAHPS is available on the [CMS Member Survey Experience](#) page.

If you need a hard copy of any article from the Quality/HEDIS/CAHPS section of the website, please call the Provider Contact Center at 1-800-727-2227.

¹HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).

²CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).