

Access Information About Quality Programs and Policies

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}).

You can easily find valuable information about our quality programs on the Florida Blue provider website at **FloridaBlue.com**. Select the **For Providers** tab (top of the page), then **Programs**. The links on this page contain information about programs to help improve the coordination and quality of care for 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

Visit floridablue.com/ndnotice for information on our free language assistance services. For TDD/TTY, dial 1-800-955-8771.

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.

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).