

Post Provider Office Visit Survey Results Monthly Report: Star Score Alignment and Thresholds

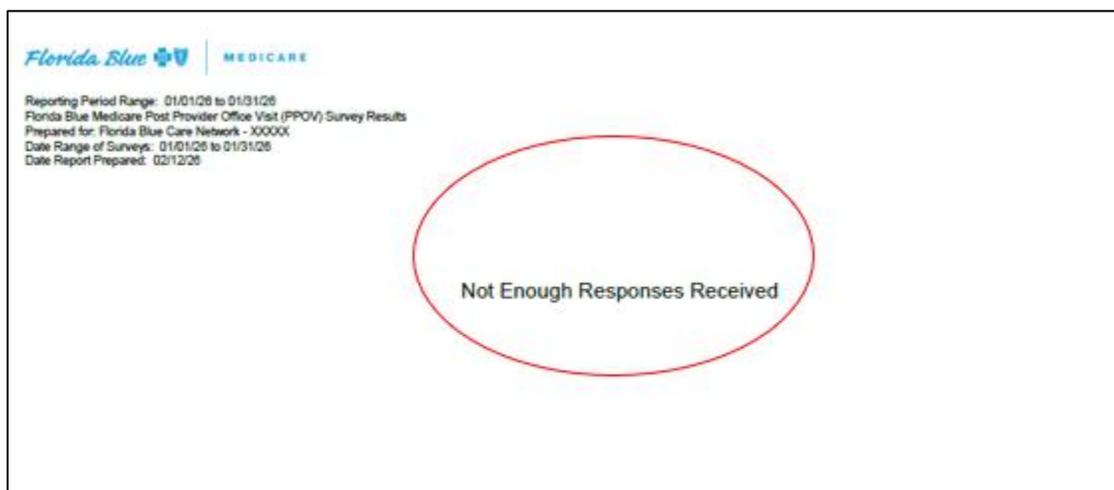
Florida Blue Medicare sends the **Post Provider Office Visit (PPOV) Survey (“Survey”)** to members who have had a recent office visit. This survey gauges the patient experience and is only sent to members who have not received our Survey within the last six months. Our Survey measures members’ perceptions of the quality of your practice’s services, staff communication, and how overall operations impact patient experience.

To ensure members’ confidentiality, our Survey is administered by Qualtrics – an independent third-party group.

Star Score Alignment to Survey Results

Each month, based on your patients’ Survey feedback, we email your provider group Survey results for your primary care physicians (PCPs). Groups and individual PCPs must receive 10 Survey responses for a score on the monthly report. Please note the following information:

- Your patient experience score is based on the complete patient experience overall score of our Survey, not on individual Survey question scores.
- If a Survey results’ report reads: “Not enough responses to show results” in the first box labeled *Overall Survey Score*, this indicates there were less than 10 Survey responses.



Thresholds

For each quality measure within the Medicare Star Rating Program, the Centers for Medicare & Medicaid Services (CMS) establishes a set of **cut points (thresholds)** that Medicare Advantage contracts must meet to receive a 2, 3, 4, or 5-Star rating per individual measure. Florida Blue Medicare’s thresholds match the CMS thresholds. Updated threshold reports will be shared bi-annually as we update the thresholds in the monthly PPOV provider reports.

Percentile ranks are converted into Star ratings using the following Medicare Consumer Assessment of Healthcare Providers & Systems (CAHPS®) thresholds:

- 2-Star rating - 15th percentile
- 3-Star rating - 30th percentile
- 4-Star rating - 60th percentile
- 5-Star rating - 80th percentile

Note: There is no threshold currently available for our Survey question: “How well the care provider reviewed your prescription medications.” Not enough provider groups are using this question. If more provider groups adopt this question, benchmarking will become available.

The chart below pertains to the thresholds used for each CAHPS question in our Survey. You can look up your threshold percentiles to get your Star rating and Overall Survey Score.

Threshold Chart

Question	2-Star	3-Star	4-Star	5-Star
	15th Percentile	30th Percentile	60th Percentile	80th Percentile
Ease of scheduling your appointment	78	80	82	84
Ease of contacting (e.g., email, phone, web portal) the clinic	78	80	82	84
Degree to which you were informed about any delays	80	82	84	86
Wait time at clinic (from arriving to leaving)	80	82	84	86
How well the nurse/assistant listened to you	85	86	88	89
Concern the nurse/assistant showed for your problem	85	86	88	89
Explanations the care provider gave you about your problem or condition	85	86	88	89
Concern the care provider showed for your questions	85	86	88	89
Care provider's efforts to include you in decisions about your care	85	86	88	89
Likelihood of your recommending this care provider to others	84	86	87	88
Care provider's discussion of any proposed treatment (options, risks, benefits, etc.)	85	86	88	89
How well the care provider reviewed your prescription medications	85	86	88	89
How well the staff protected your safety (by washing hands, wearing ID, etc.)	84	86	87	88
The provider's concern for your privacy	85	86	88	89
How well the staff worked together to care for you	84	86	87	88
Likelihood of your recommending our practice to others	84	86	87	88
Overall Survey Score	83.25	84.75	86.5	87.75