

January 2025

Post Provider Visit Survey Program Paused Until Further Notice Final December 2024 Report Expected in February

The Post Provider Visit Survey program, confidentially administered by an independent third party, Press Ganey Associates, LLC, will be suspended.

Press Ganey will send the final December 2024 report on February 6, 2025, and your Florida Blue Medicare Advantage patients will have the opportunity to provide feedback for visits throughout January 2025. This will be the last report until further notice.

The Post Provider Visit Survey program has been an essential tool in gauging our members' perceptions of the quality of your practice's services, staff communication, and overall operations. We appreciate your participation and cooperation in the program as well as the valuable insights and responses we received from your patients, our members.

If you have any questions or concerns, please do not hesitate to contact us. We are committed to continuing to work with you and appreciate the care you deliver for our members. The following information is provided as a reminder and to assist with your final report for December 2024 results.

Post Provider Office Visit Survey FAQs

Florida Blue Medicare sends the **Post Provider Office Visit Survey (“Survey”)** to members who have had an office visit within the previous month. 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.

Star Score Alignment to Survey Results

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

- Your patient experience score is based on our Survey results' complete patient experience overall score, 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.



Sent	Returns	Overall Score	Access	Moving Through your Visit	Nurse	Care Provider	Personal Issues	Overall Assessment
------	---------	---------------	--------	---------------------------	-------	---------------	-----------------	--------------------

Thresholds

For each quality measure within the Medicare Star Rating Program, the Centers for Medicare and 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. CMS updates their thresholds every six months. Florida Blue Medicare's thresholds match the CMS thresholds. Updated threshold reports are available soon after CMS updates their thresholds.

Florida Blue Medicare's data is benchmarked using the Press Ganey national database. This database is a robust benchmarking resource and provides a large pool of data. Those percentile ranks are converted into Star ratings using the following Medicare Consumer Assessment of Healthcare Providers and 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 benchmark 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.

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

Updated Threshold Chart

Question	2 star 15 th Percentile	3 star 30 th Percentile	4 star 60 th Percentile	5 star 80 th Percentile
Ease of scheduling your appointment	89.6	91.4	93.6	94.8
Ease of contacting (e.g., email, phone, web portal) the clinic	86.9	89.3	92.1	93.3
Degree to which you were informed about any delays	85.0	87.7	90.6	91.8
Wait time at clinic (from arriving to leaving)	85.2	88.1	90.8	92.1
How well the nurse/assistant listened to you	93.2	94.5	95.6	96.2
Concern the nurse/assistant showed for your problem	92.2	93.5	94.8	95.6
Explanations the care provider gave you about your problem or condition	93.1	94.5	95.8	96.4
Concern the care provider showed for your questions	93.5	94.8	96.1	96.8
Care provider's efforts to include you in decisions about your care	93.2	94.6	95.8	96.5
Likelihood of your recommending this care provider to others	92.8	94.3	95.7	96.4
Care provider's discussion of any proposed treatment (options, risks, benefits, etc.)	92.6	94.1	95.4	96.1
How well the care provider reviewed your prescription medications	No benchmark available	No benchmark available	No benchmark available	No benchmark available
How well the staff protected your safety (by washing hands, wearing ID, etc.)	93.1	94.5	95.6	96.2
The provider's concern for your privacy	93.2	94.4	95.5	96.1
How well the staff worked together to care for you	93.1	94.5	95.7	96.4
Likelihood of your recommending our practice to others	92.4	93.9	95.5	96.2
Overall Survey Score	91.1	92.6	94.1	94.9

Note: The Overall Survey Score in the chart below is the score used for the 2024 Florida Blue Medicare Stars Provider Quality Bonus calculations.