

## Primary Care Physician Post-Provider Office Visit (PPOV) Survey Reports

The Primary Care Physician (PCP) Post-Provider Office Visit (PPOV) Survey Reports were developed to assist providers and provider groups understand their patient experiences. Their patients are surveyed and results are shared with providers each month. Only providers with more than 100 patients will have surveys sent to their patient population. Here are some frequently asked questions with additional information about the PPOV survey.

### 1. How is the PCP PPOV survey data collected?

- Qualtrics, a third-party vendor, sends the PCP PPOV survey to patients on behalf of Florida Blue Medicare. Monthly reports are sent to providers.
- Surveys are sent to members daily based on the current claims data for an office visit with a PCP.
- Members may receive a PPOV survey up to two times per year.

### 2. When can providers expect to receive PCP PPOV reports with the survey results?

- Reports will be delivered monthly via email, fax, or the GuideWell Provider Portal Communications Center (Provider Link™) beginning in February 2026.
- Reports will be based on the last 30 days of claims.

### 3. Who will receive the reports?

- Groups with 100 members who have at least 10 member survey responses.

### 4. How do providers receive the reports?

- Reports are sent via the GuideWell Provider Portal Communications Center, the provider group email, or the fax number on file. Providers can elect a preferred channel by emailing their choice with the corresponding contact information (email address / fax number) to [PPOVEmailDistro@bcbsfl.com](mailto:PPOVEmailDistro@bcbsfl.com).
- Reports sent via email or fax with a PDF attachment will come from the email address "Florida Blue Medicare PPOV" [FloridaBlueMedicarePPOV@bcbsfl.com](mailto:FloridaBlueMedicarePPOV@bcbsfl.com).
- The subject of the email is "Your Florida Blue Medicare Patients Have Spoken!" (see Addendum).
- We suggest provider groups add this email address to their contacts and/or check their spam folder for the emails.
- Email replies to this address will not be answered.

### 5. Who can providers contact with questions or requests for enhancements to the report?

- All questions or enhancement requests should be sent to [PPOVEmailDistro@bcbsfl.com](mailto:PPOVEmailDistro@bcbsfl.com). The PPOV team will be happy to speak with providers or answer questions as needed.

### 6. What happens with the PCP PPOV data reported when a new year starts?

- The results for the claims submitted in December of the prior year will be included in the new year's report in January.

## ADDENDUM: How to Read the PCP PPOV Survey Report

Use this section as a Job Aid for reference on how to read the survey reports.

- The survey reports are sent via email with a PDF attachment from “FLB Medicare Patient Experience Survey Results” as shown below.

**Email Subject: Your Florida Blue Medicare Patients Have Spoken!**

Dear <Insert Group Name>,

Your patients recently responded to patient experience surveys about the care received from your providers. Survey reports are attached and reflect your patients' feedback regarding their experience. This includes their perceptions of the quality of your practice's services, staff communication, and overall operations.

To ensure confidentiality, this survey is administered by Qualtrics, an independent third-party group. We encourage you to review and take action to improve areas of opportunity as indicated in the report. This will help enhance the quality of care as perceived by your patients.

You may email [PPOVEmailDistro@bcbsfl.com](mailto:PPOVEmailDistro@bcbsfl.com) to share your delivery preference for future reports – fax, email, or our GuideWell Provider Portal Communications Center (Provider Link™) – along with the updated contact information (email addresses or fax number).

Thank you for your collaboration.

Sincerely,

Thomas Graf, M.D.  
Chief Medical Officer, Florida Blue Operations

Attachment: PPOV Survey Report

Florida Blue and Florida Blue Medicare are independent licensees of the Blue Cross and Blue Shield Association.  
124461 0226

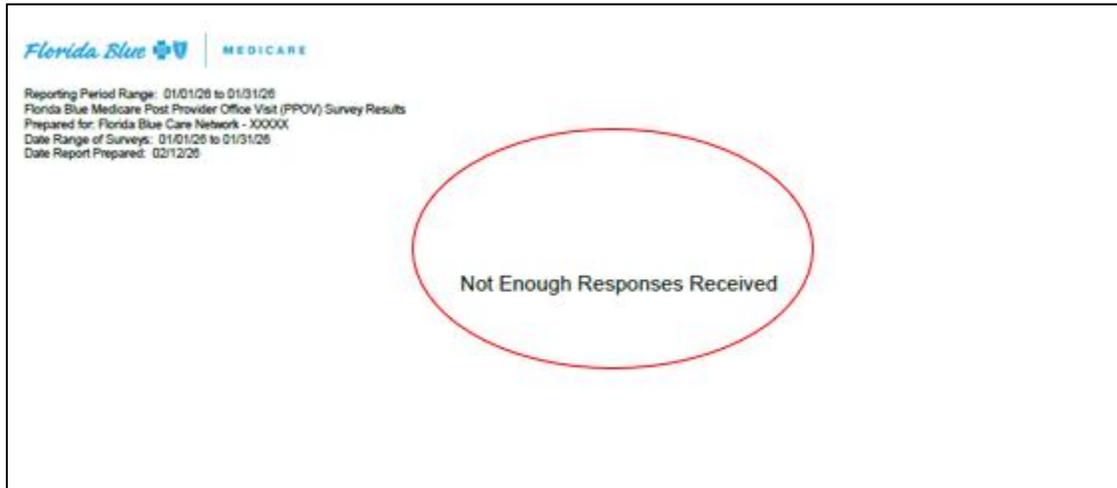
Please do not respond to this email as this mailbox is not monitored.

- The “Reporting Period Range” on the report are the dates for the report, the Date Range of Surveys are the dates the patients responded to the Qualtrics survey. The header will show the name of the group and group number, and the date the report was prepared for distribution.

 Florida Blue  | MEDICARE

Reporting Period Range: 01/01/26 to 01/31/26  
Florida Blue Medicare Post Provider Office Visit (PPOV) Survey Results  
Prepared for: Florida Blue Care Network - XXXXX  
Date Range of Surveys: 01/01/26 to 01/31/26  
Date Report Prepared: 02/12/26

- If a survey results' report reads: "Not enough responses to show results" in the first box labeled Overall Survey Score, this means there were less than 10 survey responses.



- Individual groups that roll up to a parent group and do not have 10 results, will not appear on the subgroup table below the overall parent group stars rating table.
- Individual physicians who do not have at least 10 survey results, will not appear in the individual physician table.
- The table view below shows current scores by section for the parent group in the first row. The next row shows the group numbers that roll up to the parent group. All subsequent rows show individual provider scores. For results to appear, the entity must have at least 10 survey returns. If the scorecard is blank, there were less than 10 surveys returned.
  - NOTE: In some cases, the total number of surveys sent and returned may not add up to the total number of surveys completed. In such instances, there are other providers/groups that do not reach the minimum return threshold of 10 surveys but contribute to the overall survey size and score for the location. Usually this occurs when a parent group has more than one sub-provider group.

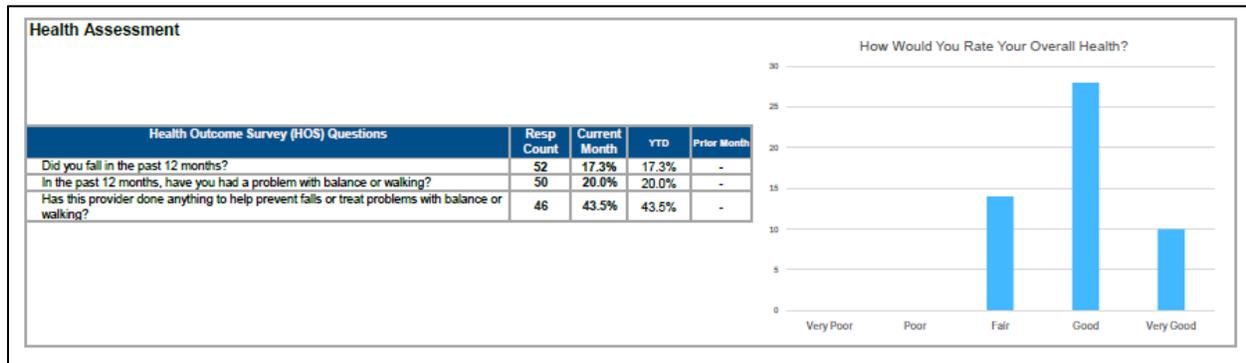
| Overall Survey Ratings:           | Current Month Star Rating | Current YTD Star Rating? | Prior Month         | Florida Blue Avg. | 4 Star Threshold    | Gap to Target of 4 Stars     |                   |                     |  |
|-----------------------------------|---------------------------|--------------------------|---------------------|-------------------|---------------------|------------------------------|-------------------|---------------------|--|
|                                   | 5                         | 5                        | -                   | 93.36             | 86.50               | 0.00                         |                   |                     |  |
| Groups                            | Surveys Sent              | Surveys Returned         | Current Star Rating | Overall Score     | Getting Needed Care | Getting Appts & Care Quickly | Care Coordination | Health Care Quality |  |
| Florida Blue Care Network - XXXXX | 161                       | 139                      | 5                   | 94.23             | 99.48               | 86.99                        | 94.97             | 95.72               |  |
| Florida Blue Care Network, Inc.   | 161                       | 139                      | 5                   | 94.23             | 99.48               | 86.99                        | 94.97             | 95.72               |  |
| Physicians                        | Surveys Sent              | Surveys Returned         | Current Star Rating | Overall Score     | Getting Needed Care | Getting Appts & Care Quickly | Care Coordination | Health Care Quality |  |
| Physician 1                       | 19                        | 15                       | 5                   | 100.00            | 100.00              | 100.00                       | 100.00            | 100.00              |  |
| Physician 2                       | 13                        | 10                       | 2                   | 84.38             | 87.50               | 87.50                        | 87.50             | 75.00               |  |
| Physician 3                       | 10                        | 10                       | 5                   | 100.00            | 100.00              | 100.00                       | 100.00            | 100.00              |  |
| Physician 4                       | 12                        | 11                       | 5                   | 100.00            | 100.00              | 100.00                       | 100.00            | 100.00              |  |
| Physician 5                       | 13                        | 12                       | 1                   | 82.81             | 100.00              | 75.00                        | 81.25             | 81.25               |  |
| Physician 6                       | 13                        | 11                       | 5                   | 100.00            | 100.00              | 100.00                       | 100.00            | 100.00              |  |
| Physician 7                       | 12                        | 11                       | 5                   | 100.00            | 100.00              | 100.00                       | 100.00            | 100.00              |  |
| Physician 8                       | 13                        | 12                       | 5                   | 98.44             | 100.00              | 87.50                        | 100.00            | 100.00              |  |
| Physician 9                       | 19                        | 15                       | 5                   | 90.63             | 100.00              | 87.50                        | 84.38             | 100.00              |  |
| Physician 10                      | 16                        | 13                       | 5                   | 92.19             | 100.00              | 37.50                        | 100.00            | 100.00              |  |
| Physician 11                      | 21                        | 19                       | 5                   | 90.63             | 100.00              | 75.00                        | 90.63             | 93.75               |  |

- This section shows the current star rating at the location. It also tracks current and prior month data.

- The table below examines star ratings by corresponding to the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey measure and survey question.

| Getting Needed Care   |              |               |       |             |                  |                  |           |      |      |       |           |
|---|--------------|---------------|-------|-------------|------------------|------------------|-----------|------|------|-------|-----------|
|   | Current Star | Current Month | YTD   | Prior Month | Florida Blue Avg | 4 Star Threshold | Very Poor | Poor | Fair | Good  | Very Good |
| Ease of scheduling your appointment   | 5            | 95.67         | 95.67 | -           | 94.56            | 82.00            | 0.0%      | 0.0% | 0.0% | 17.3% | 82.7%     |
| Ease of contacting (e.g., email, phone, web portal) the clinic                        | 5            | 90.87         | 90.87 | -           | 91.98            | 82.00            | 0.0%      | 3.8% | 0.0% | 25.0% | 71.2%     |
| Getting Appointments and Care Quickly   |              |               |       |             |                  |                  |           |      |      |       |           |
|   | Current Star | Current Month | YTD   | Prior Month | Florida Blue Avg | 4 Star Threshold | Very Poor | Poor | Fair | Good  | Very Good |
| Degree to which you were informed about any delays                                    | 5            | 85.58         | 85.58 | -           | 84.68            | 84.00            | 0.0%      | 0.0% | 4.2% | 20.8% | 75.0%     |
| Wait time at clinic (from arriving to leaving)  | 5            | 90.87         | 90.87 | -           | 89.51            | 84.00            | 0.0%      | 0.0% | 3.8% | 28.8% | 67.3%     |
| Care Coordination   |              |               |       |             |                  |                  |           |      |      |       |           |
|   | Current Star | Current Month | YTD   | Prior Month | Florida Blue Avg | 4 Star Threshold | Very Poor | Poor | Fair | Good  | Very Good |
| How well the nurse/assistant listened to you  | 5            | 95.67         | 95.67 | -           | 95.50            | 88.00            | 0.0%      | 0.0% | 1.9% | 13.5% | 84.6%     |
| Concern the nurse/assistant showed for your problem                                   | 5            | 91.83         | 91.83 | -           | 92.27            | 88.00            | 0.0%      | 0.0% | 2.0% | 21.8% | 76.5%     |
| Concern the care provider showed for your questions                                   | 5            | 94.71         | 94.71 | -           | 95.16            | 88.00            | 0.0%      | 0.0% | 0.0% | 13.7% | 86.3%     |
| Explanations the care provider gave you about your problem or condition               | 5            | 95.19         | 95.19 | -           | 94.95            | 88.00            | 0.0%      | 0.0% | 0.0% | 11.8% | 88.2%     |
| Care provider's efforts to include you in decisions about your care                   | 5            | 94.71         | 94.71 | -           | 95.07            | 88.00            | 0.0%      | 0.0% | 2.0% | 9.8%  | 88.2%     |
| Care provider's discussion of any proposed treatment (options, risks, benefits, etc.) | 5            | 94.71         | 94.71 | -           | 94.40            | 88.00            | 0.0%      | 0.0% | 2.0% | 9.8%  | 88.2%     |
| How well the care provider reviewed your prescription medications                     | 5            | 90.38         | 90.38 | -           | 93.62            | 88.00            | 0.0%      | 0.0% | 2.0% | 20.0% | 78.0%     |
| The provider's concern for your privacy   | 5            | 94.23         | 94.23 | -           | 94.10            | 88.00            | 0.0%      | 0.0% | 2.0% | 11.8% | 86.3%     |
| Rating of Health Care Quality   |              |               |       |             |                  |                  |           |      |      |       |           |
|   | Current Star | Current Month | YTD   | Prior Month | Florida Blue Avg | 4 Star Threshold | Very Poor | Poor | Fair | Good  | Very Good |
| Likelihood of your recommending this care provider to others                          | 5            | 93.27         | 93.27 | -           | 94.41            | 87.00            | 0.0%      | 0.0% | 3.9% | 11.8% | 84.3%     |
| How well the staff protected your safety (by washing hands, wearing ID, etc.)         | 5            | 91.35         | 91.35 | -           | 92.33            | 87.00            | 0.0%      | 0.0% | 4.0% | 12.0% | 84.0%     |
| How well the staff worked together to care for you                                    | 5            | 93.75         | 93.75 | -           | 94.84            | 87.00            | 0.0%      | 0.0% | 2.0% | 13.7% | 84.3%     |
| Likelihood of your recommending our practice to others                                | 5            | 95.67         | 95.67 | -           | 94.84            | 87.00            | 0.0%      | 0.0% | 3.8% | 9.6%  | 86.5%     |

- For comparison purposes, the Florida Blue Medicare average by question is also shown with the 4-Star threshold.
- The table includes the percentage of patient responses by category, from very poor to very good, for each question.
- The Health Assessment Section is related to the Health Outcomes Survey (HOS) questions, showing the breakdown of responses by answer choice. These charts track the percent of "yes" answers for each question, along with the member's self-reported health rating.



## IMPORTANT TERMS

- Florida Blue Medicare Average:** The average score within Florida Blue Medicare
- Date Report Prepared:** The date the report was generated.
- Surveys Sent:** The number of surveys sent to patients during the period
- Returns:** The number of surveys returned by patients during the period