

## **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<sup>®1</sup>) and Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>).

We have made it easy to find important information online about our Quality programs. Go to the Florida Blue provider website at **floridablue.com**, select the **Providers tab** (top of the page), **Tools & Resources**, **Quality/HEDIS/CAHPS**, and then **Policies & Programs**.

You will find helpful information about our policies and programs on our website. Here are some of available resources.

- Access to Utilization Management (UM)
- Advance Directives and Living Wills
- Case management
- Our financial incentives policy
- Medical record documentation
- Members' rights and responsibilities

### **Share the News**

Be sure to share the link to the [Quality/HEDIS/CAHPS](#) page with your office staff to keep them informed.

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 800-727-2227.

<sup>1</sup>HEDIS<sup>®</sup> is a registered trademark of NCQA.