Learn about our Quality Program on floridablue.com

Quality counts in care and service, and we’re committed to supporting the standards established by federal and state regulatory agencies and the National Committee for Quality Assurance (NCQA).

What You Need to Know
This is our annual NCQA notice letting you know we have information available on floridablue.com about our Quality Program policies and programs. Go to floridablue.com; select the Providers tab (top of the page), Tools & Resources, Quality / HEDIS / CAHPS® and then Policies & Programs.

Our Quality Program webpage includes information on our policies and programs for protecting our members including:

- Accessibility standards
- Clinical practice guidelines
- Medical record documentation
- Quality improvement initiatives
- Case management
- Financial incentives policy
- Member rights and responsibilities
- Utilization management

About this Notice
NCQA requires all health plans sold on the Health Insurance ExchangeSM (Marketplace), as well as HMO plans, to provide this annual notice to network physicians as part of their Health Plan Accreditation requirement.

If you would like a hard copy of any of the articles in the Quality / HEDIS / CAHPS section of floridablue.com, please call 904-905-5971.