

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^{®1}) and Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]).

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 for protecting our members, including:

- Quality improvement initiatives
- Access to Utilization Management (UM) staff
- Case management
- Our financial incentives policy
- How to help members make informed decisions
- Medical record documentation
- Members' rights and responsibilities
- Reviewing UM criteria

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 us at 904-905-5971.

¹HEDIS[®] is a registered trademark of NCQA.