



An Independent Licensee of the
Blue Cross and Blue Shield Association

September 2018

Appointment Access Survey for OB/GYN and Oncologists

ACTION NEEDED by October 15, 2018

All OB/GYN and oncologists are being asked to complete our annual appointment access survey. Florida Blue conducts this important survey to get a sense of the availability of provider appointments for our members. This year, instead of calling selected providers, we've posted the brief survey online so you can complete it at your convenience.

Each OB/GYN and oncology practice is asked to please complete this short survey (only six questions!) **by October 15, 2018.**

Please forward this to your appointment staff person immediately.

Locating the Survey

- ✓ Log on to availability.com; access the *Payer Spaces* menu and click on the Florida Blue Payer Space Application
- ✓ Under the Applications tab, click on *Access Florida Blue Learning and Development*
- ✓ Once there, find the *Appointment Access Survey* that has been assigned to you
- ✓ Select the option that says *Yes, I want to start the Appointment Access Survey*
- ✓ Complete and submit the one-page survey

Need to Register?

Register at availability.com and define your users in addition to yourself. You'll be assigned the *administrator* role and can perform all functions (including provider data management). You may also register additional users and assign that role to them. We are serious about protecting your information and have additional security around the ability to view and update your records. As an administrator, you have access to this – but be sure you request the *Provider Data Management (720) role* for the users who will be responsible for maintaining the accuracy of your profile.

Thank you in advance for completing this important survey by October 15, 2018.

Note: This survey is intended for OB/GYN and oncology providers who are contracted with Florida Blue.