



An Independent Licensee of the
Blue Cross and Blue Shield Association

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Visit Our Quality Programs Web Page

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).

It's easy to find important information about our Quality programs. Go to the Florida Blue provider website at floridablue.com > Providers tab (top of the page) > Tools & Resources > [Quality / HEDIS / CAHPS®](#) > Policies & Programs.

You'll find helpful information about our policies and programs including access to our utilization management (UM) staff, case management, our financial incentives policy, helping members make informed decisions, medical record documentation, members' rights and responsibilities, reviewing UM criteria and much more.

Share the News

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

If you need a hard copy of any of the articles in the Quality / HEDIS / CAHPS® section of the website, please call the Provider Contact Center at 800-727-2227.