

**To: Physicians and Staff**  
**From: Quality Management/Performance Improvement**  
**Date: January 17, 2020**  
**Subject: Florida Blue Medicare Advantage Member Assessment**

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Each year Medicare Advantage members are surveyed by the Centers for Medicare and Medicaid Services (CMS) and asked to evaluate their experiences with their health care plans. These assessments consider key indicators of whether the member is receiving proactive care from their doctor.

Because the outcomes of the CMS assessments are critical to Florida Blue, we have put together a similar, brief checklist for **all Florida Blue Medicare Advantage patients to complete**. Below are guidelines for using the checklist.

1. Every Florida Blue Medicare Advantage patient should receive the checklist during their next scheduled appointment.
2. The attached key contains highlighted responses which will act as triggers for staff.
3. Any trigger on the checklist should be given to the patient's physician so they may address and document the discussion during the patient's appointment.
4. The physician seeing the member should put their name at the top of the page and check the box confirming they have discussed the responses to the checklist with the member (if appropriate and as indicated on the key below).

Thank you for your support with this request.

Provider Checklist Key

Name \_\_\_\_\_ Date: \_\_\_\_\_ MRN# \_\_\_\_\_

1. In the past 12 months did you talk with your doctor or other health care provider about your level of exercise or physical activity?

Yes

No

2. Have you had a flu shot since July 1, 2019?

Yes

No

3. In the past six months have you experienced leaking of urine?

Yes

No

4. During the past four weeks have you done less than you would like as a result of any emotional problems?

All the time

Most of the time

Some of the time

Rarely

Never

5. In general, would you say your health is: *(please check one)*

Excellent

Very Good

Fair

Poor

Florida Blue is a PPO, RPPO and Rx (PDP) plan with a Medicare contract. Florida Blue Medicare is an HMO plan with a Medicare contract. Enrollment in Florida Blue or Florida Blue Medicare depends on contract renewal. Health coverage is offered by Blue Cross and Blue Shield of Florida, Inc., DBA Florida Blue. HMO coverage is offered by Florida Blue Medicare, Inc., DBA Florida Blue Medicare. These companies are affiliates of Blue Cross and Blue Shield of Florida, Inc., and are Independent Licensees of the Blue Cross and Blue Shield Association.