

Florida Blue Receives Three-Year Renewals from Accrediting Agencies

Meeting national accreditation standards is our commitment. We have recently received three-year accreditations from two nationally recognized accreditation organizations: the National Committee for Quality Assurance (NCQA) and the Accreditation Association for Ambulatory Health Care (AAAHC).

Here is a snapshot of both surveys:

NCQA

The NCQA accreditation renewal survey took place in January 2018 with the submission of documentation into the NCQA accreditation interactive review tool (IRT). The second phase of the renewal survey included a two-day virtual review in February of Florida Blue member files. The survey involved documentation and evidence related to quality improvement (QI), disease management (DM), credentialing (CR), complex case management (CCM), utilization management (UM), network management (NET), members' rights and responsibilities (RR), members' connections (MEM) and delegated arrangements. It also included working with the Federal Employee Program® (FEP), as well as numerous Florida Blue vendors to ensure compliance with standards.

We received 100% on the virtual file review, which included credentialing, CCM, UM, appeals and medical records. The overall scores received out of a possible 50 points were for both the documentation review and virtual file review. The accreditation levels and points received were:

- Commercial HMO—Accredited (49.69)
- Commercial PPO—Commendable (49.44)
- Medicare HMO—Accredited (49.69)

The survey resulted in a three-year accreditation from NCQA through May 2021. NCQA Accreditation is the most comprehensive evaluation in the industry, and the only assessment that bases results of clinical performance and consumer experience.

AAAHC

The second survey supported Florida Blue Preferred HMO (BeHealthy Florida, Inc.¹). The AAAHC survey included a review of processes and reporting by the health plan, as well as programs within 10 core chapters of standards, included requirements in the areas of member rights, responsibilities and protections, network adequacy, provider credentialing, case

management and care coordination, health education and wellness, quality improvement and management, as well as a review of 60 medical record files.

The AAAHC accreditation survey took place in March with a three-day onsite review. We achieved a score of 100%. Based on the results, the AAAHC has awarded the three-year accreditation for Florida Blue Preferred HMO, which runs through March 2021.

The AAAHC Certificate of Accreditation is widely recognized as a symbol of quality by third party payers, medical organizations, liability insurance companies, state and federal agencies and the public.

¹BeHealthy Florida, Inc. (formerly BeHealthy America, Inc.) was purchased by an affiliate of Florida Blue in 2015 and is now conducting business under the name Florida Blue Preferred HMO. As part of this transaction, Florida Blue Preferred HMO entered into a strategic arrangement with Alignment Healthcare for population health management. Florida Blue Preferred HMO offers Medicare Advantage HMO health plans for members who are eligible for Medicare and live in the service area.