

# Sources of Information about Health Care Providers

Questions? Please call the Customer Service number on your member ID card.



Florida Blue takes important steps to ensure that you have access to quality care. That's why the information about health care providers is obtained from sources approved by the National Committee for Quality Assurance (NCQA) and Centers for Medicare & Medicaid Services (CMS), and their credentials are checked routinely.

Florida Blue includes a full range of health care practitioners, hospitals and other health care providers in its network to deliver your health benefits. We regularly monitor the location of our contracted network against where our members live and work to ensure that you have practitioners and hospitals within a reasonable travel distance. When adding practitioners or hospitals to the network, Florida Blue considers their ability to meet our credentialing criteria. We do not use cost, quality or member experience data when deciding whether or not to add a practitioner or hospital to our network, but regularly monitor these measures and work collaboratively to improve them on an ongoing basis.

## Credential Information

The verification of credentials is an integral part of adding providers to Florida Blue's networks. It helps ensure that our members have access to quality care and is required to meet both state and federal guidelines.

The information displayed on our Online Provider Directory is collected during the credentialing and assessment process, then again every three years. Physicians attest that the information submitted in this process is true. Some provider information is updated more frequently, such as demographic information when a provider moves from one location to another, or no longer accepts new patients.

Provider Term	Description and Source of Information
Accepting New Patients	Whether or not a physician's practice is accepting new patients. A physician may decide that they have a full panel of patients and, in order to provide the best quality care, may choose not to accept more. This information is reported by the physician's office as often as needed. If you are already a patient of the doctor this would not affect you.
Languages Spoken	It's assumed that that all physicians speak English. Some are fluent in other languages too. And some have clinical or office staff who speak other languages. This information is reported on the physician's credentialing application and updated upon recredentialing. Additionally practices may submit updated information as needed.
Physician Demographic Information	Name, gender, phone, and office locations are obtained from the physician.
Physician Specialty	Certain physicians limit their practice to a certain branch of medicine or surgery, which is their specialty. This information is obtained from the American Board of Medical Specialties website at <a href="https://www.abms.org">abms.org</a> .
Physician Group Affiliations	This is the group of physicians with which the physician practices. This information is self-reported by the physician.
Physician Hospital Affiliations	These are the hospitals in which the physician has privileges to practice. This information is obtained from the physician during the credentialing process.
Board Certification	Certain physicians limit their practice to a certain branch of medicine or surgery, which is their specialty. This information is obtained from the American Board of Medical Specialties website at <a href="https://www.abms.org">abms.org</a> .
Hospitals or Facilities Demographic Information	Name, phone, and location are obtained from the hospital or facility.
Hospital or Facility Accreditation Status	Accreditation is a voluntary process by which a hospital or facility shows that they meet standards established by an external accrediting body. Accreditation status is verified with The Joint Commission at <a href="https://www.jointcommission.org">jointcommission.org</a> .
Hospital Quality of Care	This links directly to CMS's Hospital Compare website.