



PATIENT REVIEW OF PHYSICIANS RATING TOOL ON FIND A DOCTOR & ESTIMATE COSTS

Fact Sheet and FAQs

Find a Doctor & Estimate Costs helps members learn how to shop and plan for the care they need, while better controlling their out-of-pocket costs. The Patient Review of Physicians capability allows members to read and write reviews on physicians and other professional providers in Massachusetts.

Q: WHAT IS THE PATIENT REVIEW OF PHYSICIANS FUNCTION?

A: Patient Review of Physicians is part of [Find a Doctor & Estimate Costs](#). With this tool, members who are logged into [MyBlue](#) can rate local participating providers and any out-of-state participating providers. The version of Find a Doctor & Estimate Costs that appears on the non-secure side of MyBlue is read-only.

A visitor to the site can see online reviews but can't write one. To write a review, they must log in to MyBlue and go through the authentication process.

Q: HOW ARE STAR RATINGS PUBLISHED?

A: After going through a moderation process, the star rating averaged from all reviews will display in the provider results and on the provider's profile page along with a count of the number of reviews. All review comments will display on the provider's profile page.

Q: WHAT IF A MEMBER OF ANOTHER BLUE PLAN SUBMITS A REVIEW?

A: If a member of another Blue Cross Blue Shield Plan submits a review in that Blue Cross Plan's find a doctor tool, it will display on our results page or provider profile page. It will also be displayed on the Blue Cross Blue Shield Association's [National Doctor and Hospital Finder](#).

Q: WHO CAN WRITE A REVIEW?

A: Only Blue Cross members who access Find a Doctor & Estimate Costs after logging into MyBlue can write a review. Then, the member must:

- Accept the Terms and Conditions agreement
- Verify that they have seen this particular provider
- Respond to a core set of patient review questions

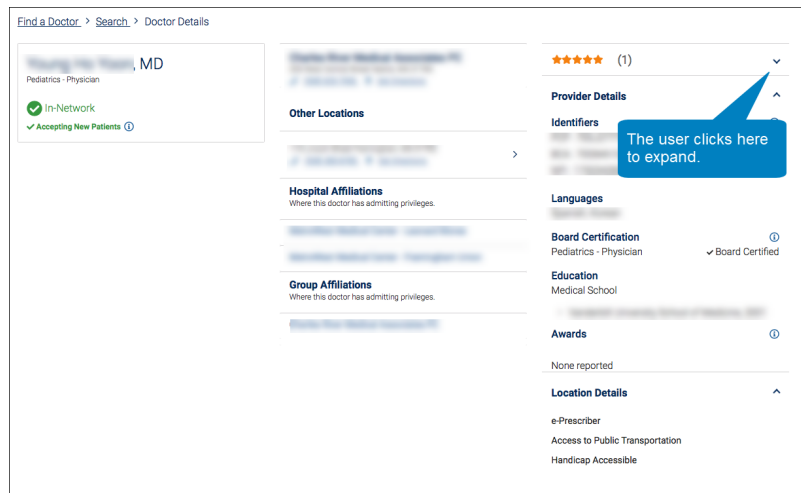
We check that member-submitted comments are appropriate and comply with our terms of use guidelines and requirements through our moderation process.

Encouraging your Blue Cross patients to add to these reviews will help ensure an overall positive score.

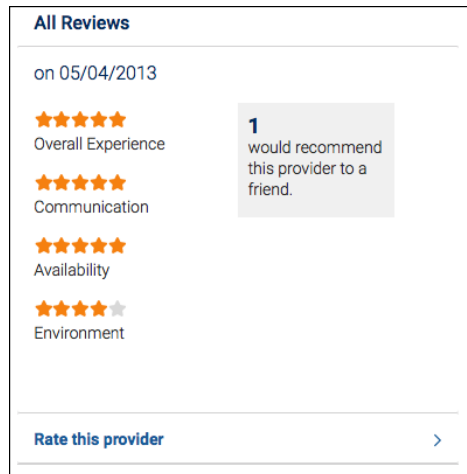
Q: HOW DOES A MEMBER WRITE A REVIEW?

A: To write a review, the member will:

1. Log in to our secure [MyBlue](#) website and click on Find a Doctor & Estimate Costs.
2. Verify that they had an interaction with the provider they are reviewing by accepting the terms and conditions for online behavior and member responsibility.
3. Search for and click on the provider's profile page.



4. Expand the rating section shown in the screen shot above. The member can view a breakdown of the provider's ratings and reviews for overall experience, communication, availability, and environment.



5. Click on **Rate this provider** to answer simple questions:

Write a review

Tell us about your experience

How would you rate your overall satisfaction with this doctor?*

★ ★ ★ ★ ★

Would you recommend this doctor to your family and friends?*

Yes

No

How would you rate this doctor's ability to explain things in a way you could understand?

★ ★ ★ ★ ★

How would you rate this doctor's availability to see you?

★ ★ ★ ★ ★

How would you rate your experience with the staff?

★ ★ ★ ★ ★

Do you have any additional comments about this doctor?

Title for your review:

If the member includes comments in the review, the review is posted in approximately two days, after a moderation process is completed. If there are no comments, the rating is posted immediately.

Q: WHY WAS THE PATIENT REVIEW CAPABILITY ADDED TO THE FIND A DOCTOR & ESTIMATE COSTS TOOL?

A: We launched a patient review capability to:

- Engage members more fully in their health care decision-making
- Help members search for health information
- Help members make healthy choices for themselves and their families

Q: WHAT TYPES OF PROVIDERS CAN BE REVIEWED?

A: Members can write reviews for any of our network professional providers, including primary care providers, physician specialists, and other professional providers like chiropractors, physical therapists, and behavioral health providers. While some markets allow facilities like hospitals and clinics to be reviewed, the review of hospitals and facilities is not available in our Find a Doctor tool at this time. Members can read and write reviews for out-of-state participating providers as well.

Q: HOW CAN I SEE THE REVIEWS?

A: Just go to Provider Central at bluecrossma.com/provider and click on the Find a Doctor & Estimate Costs link under **Patient Resources>Plans & Products**. Once you are on the Find a Doctor home page, you can search for reviews under your name. If there are reviews posted, you will see the ratings displayed in the Ratings & Reviews section of your profile page.

Q: CAN A PHYSICIAN HAVE A REVIEW REMOVED FROM THE DATABASE?

A: If you have concerns about a review, you should contact your Network Representative to discuss your concerns and request the review be researched for reconsideration.

Q: HOW DID YOU ESTABLISH THE SURVEY QUESTIONS THAT MEMBERS ANSWER TO GIVE A REVIEW?

A: Patient Reviews of Physicians is a program mandated by the Blue Cross Blue Shield Association that requires participation by all Blue Cross and Blue Shield plans. As a result, the measures for this program were developed by the Association—not by Blue Cross Blue Shield of Massachusetts. We are required to use the questions that the Association developed, and we've made sure that our survey is consistent with surveys developed by Blue Plans across the country.

Q: WHY ARE YOU MEASURING PATIENT EXPERIENCE DIFFERENTLY THAN YOU DO FOR VALUE-BASED CONTRACTS LIKE THE ALTERNATIVE QUALITY CONTRACT (AQC)?

A: While the Patient Review of Physicians survey does reflect measurement themes that are similar to our AQC measures of patient experience, it is an Association-mandated program that requires participation by all Blue Cross Blue Shield plans. As a result, the measures for this program were developed by the Association, and not Blue Cross Blue Shield of Massachusetts.

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MPC_021417-4L-FS (rev. 3/21)