

# Member Feedback Online View

The following sample views are intended to provide a snapshot of what the member feedback tool looks like to both members and providers.

> My Account > View Claims > Providers > Forms > Message Center

View Claims Home  
Search Claims  
Referrals  
Appeals Process

## Health Care Claims




To view the details of a particular claim, click on its date of service. Please note that the most recent claims may not be visible, due to claims processing time. Also, only the 100 most recent claims are available here. If you want to find an older claim, use the Search Claims link located in the upper left corner of this page.

! indicates the claim was adjusted.

### Why Leave Feedback?

Learn why leaving feedback is so important.

### Recent Claims

Date of Service	Member	Provider	Feedback	Claim Status	Charge
12/11/2006	SMITH	JOHN D DOE	 Rate your experience	Completed	\$140.00
09/18/2006	SMITH	JANE M DOE		Completed	\$140.00
10/14/2005	SMITH	JANE M DOE	 Rate your experience	In Process	\$8.00
05/05/2005	SMITH	DOE & DOE LABORATORIES	 Rate your experience	In Process	\$136.00
					\$8,853.00

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Policy  
Blue Cross and Blue Shield Association.

FAQ Frequently Asked Questions

We have taken several steps to encourage the responsible use of this member feedback tool. For example, a member can submit feedback on a provider only if a claim has been submitted. Members are also limited to one survey per provider claim.

## Create a screen name



### Create a Screen Name

You are entering a public forum where your comments will be viewable to all members. You need to create a screen name in order to post comments and rate your health care providers. Creating a screen name is a one-time process. Be sure to choose your screen name carefully, as it cannot be changed once it's saved.

#### 3 Reasons to Create a Screen Name

- ➔ 1. In addition to rating and leaving feedback on your health care providers, you can participate in discussions in My Community.
- ➔ 2. Others can learn from your experiences and make health-related decisions for themselves.
- ➔ 3. You'll earn 500 Rewards point

Screen Name:

[Tips on creating a screen name.](#)

Email:

[Click here for Terms of Use](#)

Another step Regence has taken to encourage members to use the feedback tool responsibly is to require that they create a unique identity for themselves on **myRegence.com**. This screen name, once created, is attached to all the member's feedback submissions.

Disagree

Agree

## Doe, John D



**Gender:** M  
**Languages:** English  
**Current Licenses:** MD-Doctor Of Medicine  
**Years in Practice:** 18

**Education:** Oregon University of Medicine  
Pill Hill Emergency Medical Center  
**Board of Certifications:** Information unavailable at this time

### Locations

Address	Contact Information	Speciality	Networks
123 Main St Sunnyvale, OR 97112 <a href="#">Map</a> <a href="#">Add to My Providers</a>	Office: (503) 555-1234 Fax: (503) 555-1235	Internal Medicine	Participating - OR Preferred Provider - OR
123 Main St Sunnyvale, OR 97112 <a href="#">Map</a> <a href="#">Add to My Providers</a>	Office: (503) 555-1234 Fax: (503) 555-1235	Internal Medicine	Participating - OR Preferred Provider - OR

### Member Feedback

**Note:** 2 members have left 2 reviews to date.

Mouse over the rating bars to view the breakdown for the individual scores.

[Learn how we get these scores](#)

Would recommend this provider to others



Overall rating of provider care



Overall rating of the practice



[Detailed Ratings](#)

The following views provide a snapshot of how to locate member feedback – both numerical results and member comments – using the Provider Center.

08/21/2009 02:53 PM (PDT)

[Home](#) »

[Search for a Member](#) »

[Search for a Provider](#) »

[Search for Claims](#) »

[Find Vouchers](#) »

[BlueCard®](#) »

[A.D.A.M QuickSheets](#) »

[Reference Library](#) »

[Patient Feedback](#) »

[eContracting Center](#)

**New!**

[Enhanced Provider Profile](#) »

[Logout](#) »

## Home

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Welcome to Provider Center!

**Current Organization Name:**  
REGENCE CUSTOMER SERVICE (OAID# 000182)

**Summary of Current Organization Roles:**  
View Eligibility, View Your Organization Claims, View Your Organization Utilization Management, Employee access restricted.

**System Availability:**  
Monday through Friday 6:30am to 8:00pm  
Saturday 8:15am to 3:00pm

**Other Links**  
[Regence Blue](#) [Site](#)

[Participating](#) [Schedules](#)

[Healthcare Advisor](#)

Click on "Patient Feedback" to view survey results.

01/23/2008 08:06 AM (PST)

[Home](#) »

[Search for a Member](#) »

[Search for a Provider](#) »

[BlueCard®](#) »

[Hospital Quality Program](#) »

[Patient Feedback Reference Materials](#) »

[Logout](#) »

## Patient Feedback

[Respond to Feedback](#)

[View or Print Feedback](#)

[Change Provider](#)

**PLEASE NOTE: If your organization has multiple locations listed for the same provider, the patient feedback results will be the same; results will not vary by location.**

To view or print patient feedback survey results, please select a provider:

[Select a Provider](#) »

[SUBMIT](#) »

If you have questions or comments about the patient feedback survey itself, please send them to [Provider Feedback](#).

- Click on “Select a Provider” to open a list of providers in your Organization Access Identification (OAID).
- Selecting the name of the provider whose survey results you would like to see populates the text box.
- Click “Submit” to view the survey results.

The following is an example of what provider results will look like on the Provider Center.

## Member Feedback

**Note:** 1 member(s) have left 8 reviews to date.

Mouse over the rating bars to view the breakdown for the individual scores.

[Learn how we get these scores](#)

Recommended by others:

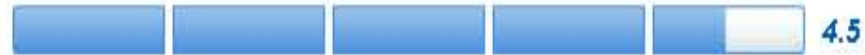


poor (1)   fair (2)   good (3)   very good (4)   excellent (5)

**Overall rating of care from this provider:**  
*(listening skills, bedside manners, thoroughness, etc.)*



**Overall satisfaction with the practice:**  
*(staff, facility, scheduling, etc.)*



[View Detailed Ratings](#)

Latest member comment:

[Contact Moderator](#)

Member: [Mommy1](#)

***Great doctor, difficult to find parking***

**Pros:** Short wait, doctor took time and care to answer all of my questions, personalized attention from physician and nursing staff

**Cons:** Difficult to find parking.

Parking was really hard to find. The garage was closed and I had to drive around looking for a spot. I finally found one at a pay lot four blocks away, but carrying a small child that distance wasn't convenient. Otherwise it was a very positive experience. I would definitely recommend this doctor to my friends and family.

On August 21st *Doe, John MD* responded

*I'm sorry to hear you had difficulty finding parking. Our garage was closed to undergo an expansion so we would be able to provide parking for more of our patients. It has now reopened and I think the next time you visit us you'll find plenty of space. Glad to hear that apart from that your experience was positive.*

The following shows how to authenticate and respond to member comments.

01/23/2008 08:06 AM (PST)

[Home](#) »

[Search for a Member](#) »

[Search for a Provider](#) »

[BlueCard](#)® »

[Hospital Quality Program](#) »

[Patient Feedback](#)

[Reference Materials](#) »

[Logout](#) »

For Providers

## Patient Feedback

[Respond to Feedback](#) [View or Print Feedback](#) [Change Provider](#)

You are not currently authenticated to respond to patient comments. To view and respond to patient feedback survey results, please complete and submit the following information to verify your access.

Date of Birth  /  /

National Provider Identification Number

Verify my information

If you have questions or comments about the patient feedback survey itself, please send them to [Provider Feedback](#).

- To leave a response to a member comment, click on the “Change Provider tab” and enter your date of birth and your National Provider Identifier (NPI).
- Click on “Submit”.
- You only need to do this once for each provider.

Would recommend this provider to others



Overall rating of provider care



Overall rating of the practice



Detailed Ratings

### Member Comments:

Once you are authenticated to respond to comments, click on “More Comments” to add your response.

one. He is a very caring and responsible physician and really cares about my overall health.

**Pros:** Very concerned and caring.

**Cons:**

More Comments

Please click on More Comments to add your response.