

## Physician appointment access survey in process

Blue Cross Blue Shield of Michigan and Blue Care Network must meet requirements of several regulatory or accreditation bodies, such as the National Committee for Quality Assurance, the Centers for Medicare & Medicaid Services and the state of Michigan. To help ensure we meet these requirements, we're reaching out to some physician offices to request the completion of an *Appointment Access Survey* for each physician in the office.


Your office may receive a phone call or a fax request to complete the survey. Your participation is important to demonstrate that you're meeting regulatory requirements.


Below are the physician specialties that will be included in the survey. If you have physicians with these specialties at your office, you can follow the instructions below to complete the survey before we contact you.

Primary care Complete survey by Sept. 15, 2024	Specialists Complete survey by Nov. 30, 2024
Family practice	Cardiology
General practice	Dermatology
Internal medicine	Obstetrics-gynecology
Pediatrics	Oncology
	Ophthalmology
	Orthopedic surgery
	Podiatry

**Note:** Be sure to complete a separate survey for each physician in the office.

### How to access the survey

Type of physician	Click this link	Or scan this QR code
Primary care	<a href="#">Primary Care Appointment Access Survey*</a>	

Type of physician	Click this link	Or scan this QR code
Specialist	<a href="#"><u>Specialist Appointment Access Survey*</u></a>	

### Review appointment access standards

You can review appointment access standards in our provider manuals. Here's how to find them.

1. Log in to our provider portal ([availty.com](https://availty.com)\*).
2. Click on *Payer Spaces* on the menu bar and then click on the BCBSM and BCN logo.
3. Click on the *Resources* tab.
4. Click on *Provider manuals*.

For the *Blue Cross Commercial Provider Manual*:

1. Click on *Blue Cross commercial*.
2. Scroll down to the PPO Policies chapter under *Quality Standards and Clinical Guidelines*.
3. Click on *Appointment* access standards for primary care providers and specialists in the table of contents.

For the *BCN Provider Manual*:

1. Click on *BCN commercial and BCN Advantage<sup>SM</sup>*.
2. Scroll down to the *Access to Care* chapter.

For the *Medicare Plus Blue<sup>SM</sup> PPO Provider Manual*:

1. Click on [Medicare Plus Blue<sup>SM</sup> \(PDF\)](#).
2. Click on *Access to Care* in the table of contents.



**Blue Cross  
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## Provider alert

**Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
Blue Care Network commercial and BCN Advantage<sup>SM</sup>**

**Category: Administrative, Member care**

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