

PremierBlue Report

A Newsletter for
Professional Providers and
their Staff Members

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Questions:

Contact your Professional Relations Representative, or the Professional Relations Hotline in Topeka at 785-291-4135 or 1-800-432-3587.

OUR WEB ADDRESS:
<http://www.bcbsks.com>

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Coordinator
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Inside This Issue...

Premier Blue 24-Hour Coverage Accessibility Standard Pg. 1
How Satisfied Are You? Pg. 1

Premier Blue 24-Hour Coverage Accessibility Standard

In accordance with Premier Blue provider contracts, all primary care physicians (PCP) offices must have 24-hour coverage accessibility. When called after hours, the office phone number must connect the caller in one of the following ways to obtain care:

1. An answering service responds that contacts the physician or covering physician.
2. The call rolls to a hospital operator for assistance.
3. A message provides the phone number for a service such as Ask a Nurse, or directly rolls to such service.
4. A message provides a phone number to contact a physician. This can be the physician's pager, their answering service, an alternate phone number, or the physician's home phone number.

In the coming months, the annual Premier Blue provider audit will be conducted and the 24-hour coverage accessibility standard evaluated. The standard is satisfied when the provider's office phone number (published in the Premier Blue Provider Directory and on our Web site) is called after hours and one of the previously described scenarios occur.

The Quality Improvement Department will notify offices not meeting this standard once the audit is completed.



How Satisfied Are You?

In the coming weeks you will be receiving a Premier Blue satisfaction survey in the mail. We would appreciate a few minutes of your time to rate key measures of the Premier Blue program, along with a rating of how Premier Blue compares to other managed care plans with whom you contract. The survey provides valuable information to Premier Blue and will take less than ten minutes for you to complete.

Thank you in advance for your time and consideration. We look forward to hearing from you.