

Supporting providers, their staff and electronic vendors.

PROVIDERFACTS



BlueCross BlueShield
of Alabama

An Independent Licensee of the Blue Cross and Blue Shield Association

February 2010

2010-027

BlueCard® Provider Staff Satisfaction Survey February 19 through May 19, 2010

Blue Cross and Blue Shield Association (BCBSA) has conducted customer satisfaction research in all the Blue Plan markets since 1996. The BlueCard Provider Satisfaction Survey is a tool used to assess provider office staff satisfaction with the BlueCard Program.

This 10 to 15 minute telephone survey is conducted by contacting randomly selected provider office staff who have experience with BlueCard claims. The survey explores the office experience with BlueCard claims, including questions about eligibility, claim filing, timeliness, and claim resolution. Feedback from providers has been invaluable in making improvements and enhancements in the program.

The surveys will continue through May 19, 2010. If your office is contacted, please take a few moments to respond so we may continue to improve the BlueCard Program.

Important Information

The following disclaimer is applicable to all telephone inquiries and automated communications systems (i.e., telephone and fax) to Blue Cross and Blue Shield of Alabama:

The information provided is only general benefit information and is not a guarantee of payment. Benefits are always subject to the terms and limitations of the plan and no employee of Blue Cross and Blue Shield of Alabama has authority to enlarge or expand the terms of the plan. The availability of benefits is always conditioned upon the patient's coverage and the existence of a contract for plan benefits as of the date of service. A loss of coverage, as well as contract termination, can occur under certain circumstances. There will be no benefits available if such circumstances occur.

Note: Please refer to our web site, www.bcsal.com, for the most current benefit and policy information.