

PATIENT EXPERIENCE REVIEW TIP SHEET

Introduction

Through Patient Experience Review, Highmark members can log into the member website and rate their overall experience as patients who have received services from a network participating provider. They can then respond to a series of questions about aspects of the health care services they received and indicate whether they would recommend this provider to family and friends. If they wish, they can also post a comment about their experience.

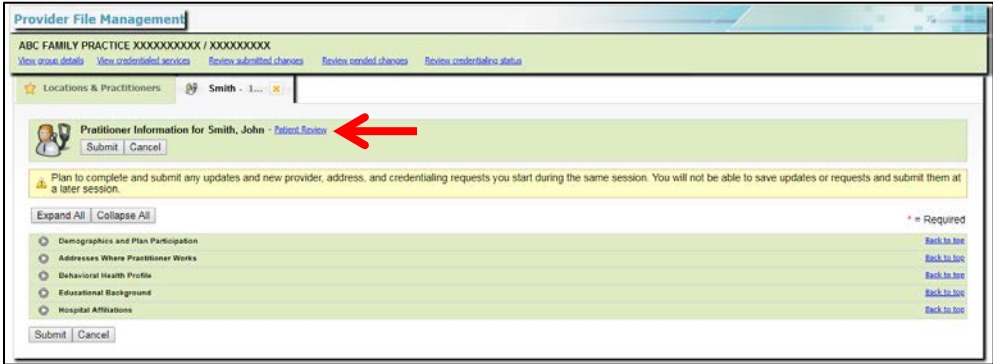
Comments are checked for appropriateness by Vitals, a Blue Cross Blue Shield Association-approved national vendor of patient review services, before being displayed on the online Provider Directory.

Purpose of tip sheet

This tip sheet provides instructions for providers to register their email address to receive notifications when member ratings/comments are posted and also to manage your reviews via NaviNet.

Practitioner access to Patient Review

Professional providers access Patient Review from **Provider File Management** in NaviNet – select the applicable practitioner, and then click on the [Patient Review](#) link after the practitioner’s name.

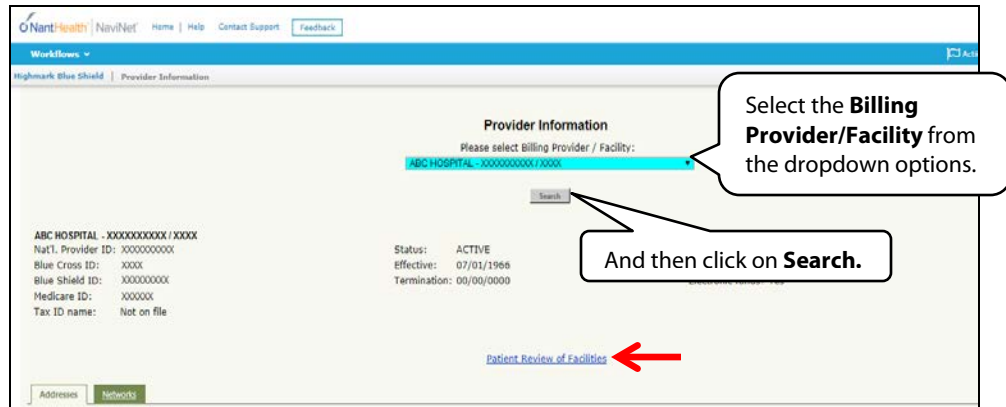


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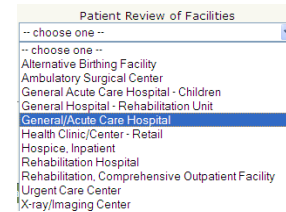
Facility access to Patient Review

Facilities access Patient Review by selecting **Provider Information** from the main menu in NaviNet. Select the appropriate **Billing Provider / Facility** from the dropdown, and then click on the **Search** button.

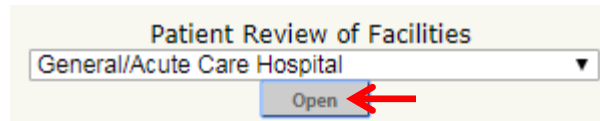


Next, click on the [Patient Review of Facilities](#) link in the center of the screen (see red arrow above).

You will then be given another dropdown list. Select the appropriate facility type from the dropdown list for which the user wishes to view/receive updates.



And then click on the **Open** button:



Note: Be sure to select the appropriate facility type from the dropdown list. For example, if the acute care hospital number is selected in the Billing Provider / Facility field above, you should select General/Acute Care Hospital. If the diagnostic services provider number is initially selected, select X-ray/Imaging Center.

The user needs to register for **all** appropriate facilities and/or facility types from the dropdown list if he or she wishes to receive email notifications for multiple facilities/facility types.

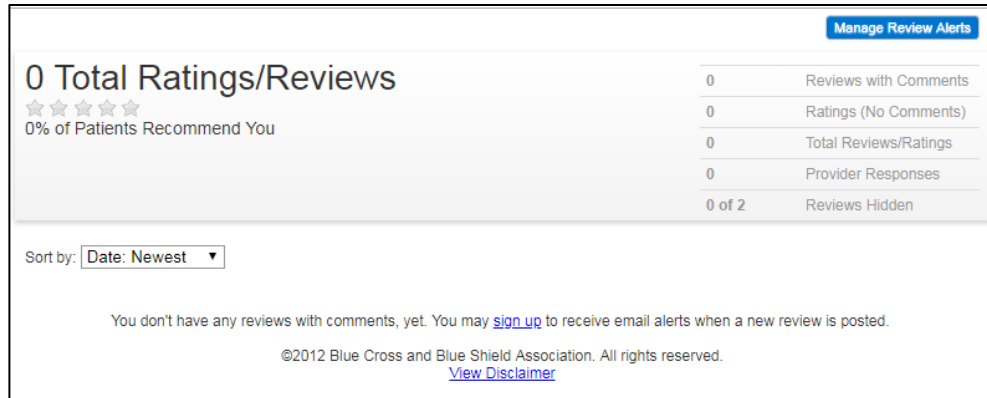
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Registering your email address

When the practitioner clicks on the [Patient Review](#) link or the facility clicks on the **Open** button, the **Total Ratings/Reviews** box will open in a new window.

To register your email address to receive automated email alerts when a new review is posted, click on the "[sign up](#)" link (in the middle of the page) or the **Manage Review Alerts** button in the upper right corner.

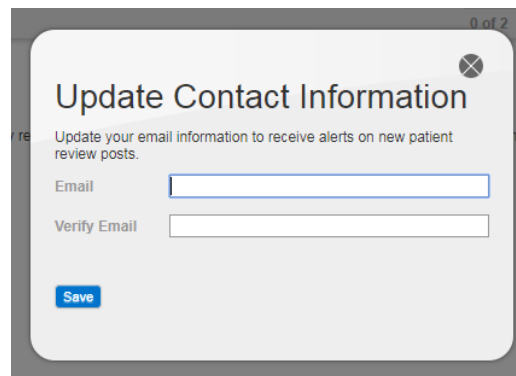


The screenshot shows a user interface for patient reviews. At the top right is a blue button labeled "Manage Review Alerts". Below it, the main heading is "0 Total Ratings/Reviews" with a star rating of 0/5 and the text "0% of Patients Recommend You". To the right is a summary table:

0	Reviews with Comments
0	Ratings (No Comments)
0	Total Reviews/Ratings
0	Provider Responses
0 of 2	Reviews Hidden

Below the table is a "Sort by:" dropdown menu set to "Date: Newest". At the bottom, there is a message: "You don't have any reviews with comments, yet. You may [sign up](#) to receive email alerts when a new review is posted." and a copyright notice: "©2012 Blue Cross and Blue Shield Association. All rights reserved. [View Disclaimer](#)".

The **Update Contact Information** box will pop up. Enter and verify your email address, and then click the **Save** button.



The screenshot shows a modal window titled "Update Contact Information" with a close button in the top right corner. The text inside reads: "Update your email information to receive alerts on new patient review posts." Below this are two input fields: "Email" and "Verify Email". At the bottom left is a blue "Save" button.

Notification emails

Notification emails will be received only when comments have been included on the reviews. If no comments are included, then the ratings will be viewable but no email will be sent to the registered email address.

All comments go through a moderation process and can take up to forty-eight (48) hours to appear. Once an email notification is received, this moderation process has already been completed and the review should be viewable online.

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Reading a review

When a review has been posted for the provider, the review can be viewed from the **Total Ratings/Reviews** screen. To access this screen to view ratings or read comments, follow the same instructions given previously for **Practitioner access to Patient Review** or **Facility access to Patient Review**, as applicable.

The overall experience rating will be reflected on this screen in addition to any comments that were included with the review. Notice the fields in the upper right corner of the screen. These fields will reflect the number of reviews with comments; number of ratings with no comments; the total number of reviews/ratings for the provider; the number of provider responses made; and the number of reviews hidden. In this example, there are no ratings/reviews on file yet for the provider.

Reminder: This information can also be viewed via the online Provider Directory on Highmark's regional public websites by clicking on the **FIND A DOCTOR OR RX** tab on the top menu bar. Once you locate your entry in the directory, click on **See More**, and then the **MORE DETAILS** button. Select **PATIENT REVIEWS** to view member submitted ratings and reviews.

Hiding a review

The facility has the ability to remove up to two (2) posted comments in a rolling twenty-four (24) month period. This is accomplished via the **Hide** button that appears on the Patient Review. The review will still be viewable in NaviNet to the facility; however, the review will now be hidden in the online Provider Directory on Highmark's regional public websites.

The **Reviews Hidden** field in the upper right corner indicates the number of reviews hidden.

In the example to the right, 2 of 2 reviews are hidden.

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Unhiding a review

To “unhide” a review, select the **Show** button that appears to the right of the review. The Reviews Hidden field will then be updated to reflect the appropriate number of reviews hidden.

Responding to a review

The provider has the ability to respond to a review that has been submitted:

- Click on the **Reply** button that appears to the right of the review.
- Type your response in the box that appears.

Provider responses go through the same moderation process as patient reviews so it will appear in two (2) business days. The Provider Responses field will update accordingly.

Editing a response

A provider response can be edited once completed. Locate the original response, and then click the **Edit** button. The updated response will go through the moderation process and will appear within two (2) business days.

Deleting a response

A provider also has the ability to delete a response that was sent in error. Locate the original provider response, and then click the **Delete** button. The entire response will no longer appear.
