PREMERA | BLUE CROSS BLUE SHIELD OF ALASKA

Premera Provider News Flash

Premera Launches a Patient Review Tool on the Provider Finder

Premera members are now able to submit a review of a provider through the Premera online Find a Doctor directory.

This new feature allows authenticated Blue Plan members to submit a review (rating and comments) for a provider they have seen. While only authenticated Premera members can submit a review, any visitor can see a review that was submitted. Comments are reviewed by a moderator and, once approved, posted to the online directory.

Members report that patient reviews, particularly the narrative comments, are among the most important and trusted information used in their provider search and selection process.

This update is part of our continuing effort to enhance our "Find a Doctor" search tool on the member portal. In addition to listing providers, the online provider finder helps members compare provider information, such as cost and quality.

If you have questions or concerns about a review on the patient review tool you can contact Physician and Provider Relations at 800-722-4714, option 4.

We will continue to improve the provider finder with additional tools and information, including member out-of-pocket estimates in 2012. Check the provider portal for updates.