

Winter 2012

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[Provider Directory Validation Survey Begins](#)

We are implementing a new process to collect and verify demographic data for our provider directories across all benefit plans. We will be sending surveys to our network providers to verify information that helps other practitioners and our members who are seeking care find you. Your prompt response will help us maintain the accuracy of your information. [more](#)



[Upcoming Medical Record Audits for 2012](#)

Throughout the year we conduct medical record reviews of member records to comply with state and regulatory directives. These include NYSDO- mandated programs, NCQA and others. We appreciate your cooperation with supplying records, if requested, and maintaining your records in accordance with state and oversight requirements. [more](#)



[CAHPS](#)

The annual CAHPS surveys begin in February for our Medicare, Medicaid and Commercial members. CAHPS asks members to rate their experiences with you as health care providers and with us as a health insurance plan. Your engagement with our members has a direct impact on the results. [more](#)



[Good Notices for Our Medical Manual on Religio-Cultural Competence](#)

How Our Members Rate Us — Your Role Counts! Every year a survey is mailed to randomly selected plan members asking them to rate their experiences with the services provided by our health plan and the care given by their doctors. This survey is the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). [more](#)



[Medication Safety and Adherence](#)

Conversations with patients and their families about care options at the end of life are often difficult for even the most seasoned professionals. Advance care planning is the process of determining future medical care in the event that a patient is unable to make medical decisions. [more](#)

Additional Articles:

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