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Provider Notice

To: All Blue Cross Complete providers

Date: Sept. 8, 2025

Subject: **Post Appointment Survey Provider Scorecard in NaviNet**

Blue Cross Complete works in collaboration with our providers to help ensure that our members receive comprehensive, quality, and culturally responsive care. One of the tools we use to evaluate the member care experience is our Post Appointment Member Satisfaction Survey.

We're excited to share that we are continuing the Post Appointment Member Satisfaction Survey – and that's thanks to *you*. Your dedication and the outstanding care that you provide have made a real difference, and we deeply appreciate your efforts. Your commitment has directly contributed to improving outcomes and experiences for our members.

As a reminder, providers can view their member satisfaction ratings through the Post Appointment Survey Provider Scorecard, available in the NaviNet provider portal. To access this feature, login to NaviNet, and navigate to: **Workflows for this Plan→Report Inquiry→Clinical Reports→Post Appointment Survey Provider Scorecard.**

Scorecard Refresh Schedule

Scorecards will be refreshed twice annually – in August and February – based on calendar year reporting periods:

- February Refresh: Covers member responses from July to December of the previous year
- August Refresh: Covers member responses from January to June of the current year

Eligibility

Scorecards will only be generated for provider groups who have received **10 or more member responses** during a given reporting period. If you have additional questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

**Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.*