



## Zagat Health Survey Information Now Available to Providers

In January 2008, Anthem Blue Cross and Zagat Health Survey launched a new survey tool for consumers to rate their individual experiences with their doctors. The initial release included providers in Ohio, Connecticut and the greater Los Angeles, CA area. In January 2009, the program will expand.

This online survey tool uses Zagat Health Survey's highly regarded approach for surveying consumers. It leverages the power of consumer recommendations on their experiences with their doctors and addresses the need for peer-to-peer interaction in the health care industry.

Consumers are able to review their doctor visits based on the following:

- Trust
- Communication
- Availability
- Office Environment

Consumers can also indicate whether they would recommend their providers. The survey features a comments section allowing members to share experiences in their own words to expand on their ratings. These categories are solely designed to reflect a consumer's experience with a physician and not to reflect the quality of care they received.

For each network physician, the online entry will display contact information, ratings on a 30-point scale for each of the four categories, and the percentage of members who recommend that physician. The most recent comments will be displayed first, with the option to view all comments.

Since launching the tool in January, we have seen positive response from our members, as nearly 90 percent of members who completed the survey recommend their providers and offered useful comments about their experiences.

Anthem is committed to sharing this valuable consumer feedback with you and is not in any way tied to physician reimbursement levels or performance assessment. Network providers can access their own survey results online via the Anthem Blue Cross ProviderAccess website.

Log on to <https://provider2.anthem.com/wps/portal/ebpmybcc> and click on the Zagat Health Survey link that appears on the Overview and Reports sections of the website. Once you have entered the required search criteria, the Zagat Health Survey Results are displayed.

Access to the Zagat Health Survey Results is authorized by your Site Administrator; please contact them if you have questions. For technical questions or support concerning ProviderAccess, please call 866-829-4545.

## ProviderAccess



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### ZAGAT<sup>®</sup> Health Survey Results

#### Provider Details

Provider Name: **Physician Name**  
 Address: **123 Main St  
 Los Angeles, CA 90048**

### ZAGAT<sup>®</sup> Health Survey

[About ZAGAT](#)

[View All Consumer Comments](#)

Key To Ratings

Trust	Communication	Availability	Environment	% Recommending
22	15	23	26	91%

0 out of 0 people found this comment helpful

Reviewed on 7/10/2008

Excellent doctor. There are times when you may have to wait a little while to see him, but once it's your turn, you will not be rushed. He takes the time to listen to your symptoms/problems. He's not

[... more](#)

0 out of 0 people found this comment helpful

Reviewed on 7/10/2008

Great doctor. When you talk to him you really get the feeling this man cares. He actually listens and isn't afraid to make suggestions.

[... more](#)