

2016 HEALTHNAV OVERVIEW

State Health Plan

- + Provider Search
- + Member Cost Estimator
- + PCP Selection Tool
- + Patient Review System
- + Urgent Care Finder

289 results for OB/GYN

	Henry N Pleasant JR., MD Designated for Cost And Quality Obstetrics & Gynecology	PROVIDER NOT YET REVIEWED	NO AWARDS
<input type="checkbox"/> Compare	1 Creekside Womens Center (3.0 miles away) 2034 Creekside Landing Dr, Apex, NC 27502 (919) 363-8011		
	7 more locations		

	Lanford L Peck, MD Designated for Cost And Quality Obstetrics & Gynecology	PROVIDER NOT YET REVIEWED	NO AWARDS
<input type="checkbox"/> Compare	2 Apex Obstetrics & Gynecology (3.5 miles away) 1021 W Williams St Ste 103, Apex, NC 27502 (919) 387-3373		

BlueCross BlueShield of North Carolina

Search doctors, hospitals, procedures and more

MY HEALTH PLAN North Carolina State Health Plan MY LOCATION Durham, NC

Duke University Hospital

General Acute Care Hospital
2207 Erwin Rd, Durham, NC 27710
(919) 684-8111

7 Awards
4.8 ★★★★★

Cost Overview

Cost Estimate for C-Section Delivery

Total cost: \$16,362
Your expected cost: \$1,224
Your insurer's expected cost: \$15,138

Awards & Recognitions

The Joint Commission
American College of Radiology
Blue Distinction Center+ for Cardiac Care

Specialties & Expertise

- General Acute Care Hospital

Quality

- Medical Complications (ICR) for Medical DRG: 4.8
- Surgical Complications (ICR) for Surgical DRG: 4.8
- Pneumonia: 4.8

Networks Accepted

- Blue Advantage
- Blue Care
- Blue Local with Duke Medicine and WakeMed
- Blue Options
- Blue Select

490 results for Adult Primary Care

	Ragini Madan, MD Family Medicine	PROVIDER NOT YET REVIEWED	SELECT AS PCP
<input type="checkbox"/> Compare	1 Wake Med Apex Medical Group 120 Healthplex Way Ste 220, Apex, NC 27502 (919) 350-0550		3 AWARDS

	Orlando Conty, MD Family Medicine	PROVIDER NOT YET REVIEWED	SELECT AS PCP
<input type="checkbox"/> Compare	2 Wake Med Apex Medical Group 120 Healthplex Way Ste 220, Apex, NC 27502 (919) 350-0550		3 AWARDS

	Matthew W Payne, MD Family Medicine	PROVIDER NOT YET REVIEWED	SELECT AS PCP
<input type="checkbox"/> Compare	3 Duke Primary Care-Peak Fam Practice 1011 Pemberton Hill Rd Ste 101, Apex, NC 27502 (919) 367-9355		1 AWARD

	Samuel D Blackwell, MD Family Medicine	PROVIDER NOT YET REVIEWED	SELECT AS PCP
<input type="checkbox"/> Compare	4 Duke Primary Care-Peak Fam Practice 1011 Pemberton Hill Rd Ste 101, Apex, NC 27502 (919) 367-9355		NO AWARDS

* Also available Rx and Dental Transparency

Top Provider Search Terms

- + Family physician
- + Internal medicine
- + Adult Primary Care
- + Ob/Gyn
- + General Practice

Top Cost Estimate Search Terms

- + Vaginal Delivery
- + Physical Therapy
- + Specialist Office Visit
- + General Acute Care
- + Bariatric Surgery

Overall Search Stats:

- + ~15% Blue Connect Member HealthNAV Usage
- + Non OE Monthly Average # Searches: 3425
- + October – November Monthly Average # Searches: 7,469
- + 18% cost estimate searches annually

DEMO PROVIDER SEARCH & COST ESTIMATOR

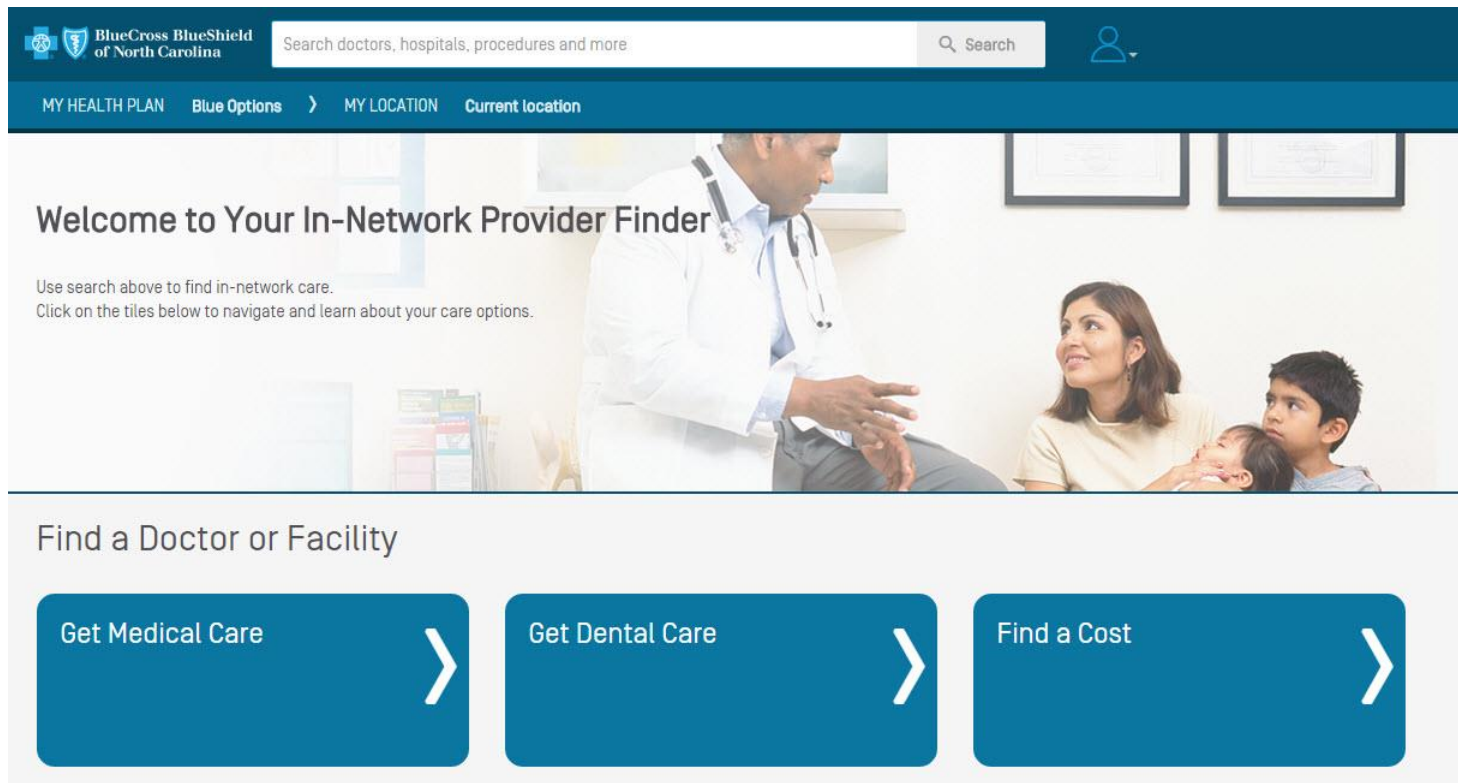
WHAT HAVE WE COMPLETED IN 2016?

Updated look and feel



Target Date: **LIVE!**

- + Wayfinding tiles are now more noticeable
- + Search box and options are more clearly explained



Find a Dr Update



Target Date: **October 2016**

+ Clear layout of information and tools

The screenshot shows the BlueConnect website interface. At the top, there's a navigation bar with 'Home', 'Benefits', 'Claims', 'Doctors & Facilities', and 'Wellness'. A search bar is located in the top right corner. Below the navigation bar, there's a sidebar menu with options like 'Overview', 'Find a Doctor', 'Frequently Asked Questions', 'Blue Distinction Centers', and 'Physician Recognition Programs'. The main content area is titled 'Find a Doctor or Facility' and features three large buttons: 'Find a Doctor or Facility', 'Find Medical Costs', and 'Find Urgent Care'. Below these buttons, there's a section titled 'Before You Choose a Doctor' with several informational paragraphs. Further down, there's a 'Services & Cost-Saving Details' section with several buttons for services like 'Services Outside NC', 'Pay Less with ER Alternatives', 'Autism Services & Specialists', 'Find Blue Cross Blue Shield Global Basic International Providers', and 'Save with In-Network Labs'. At the bottom, there's a section for 'Lactation (breastfeeding) counseling services' and a footer with contact information.

Facility reviews



Target Date: **LIVE!**

- + Members can now view and write reviews of hospitals, medical practice groups, urgent care centers & other facilities
- + Expanded Ratings & Reviews Module includes a roll-up of HCAHPS survey scores, when available, for a hospital provider

The image shows two overlapping screenshots from a user interface. The background screenshot is a 'Write a review' form for 'Duke Women's Health Brier Creek'. It contains several questions with star rating options and radio buttons for 'Yes' and 'No'. The foreground screenshot is a 'Ratings & Reviews' summary page for the same facility, showing an overall score of 4.1 and a 96% recommendation rate, along with scores for various categories like Communication, Courtesy, Environment, and Promptness.

Write a review

Tell us about your experience with Duke Women's Health Brier Creek

How would you rate your overall experience and satisfaction with this provider?*

Would you recommend this provider to your friends/family?*

Rate the provider's environment, including cleanliness, quality of the furnishings, amount of noise, and the modernity of the equipment.

How well did the provider's staff communicate with you about your concerns? How effective were they at explaining the relevant issues and steps in your health care process?

Tell us about your experience

Ratings & Reviews Write a review

Ratings & Reviews for facility health care providers may help members to evaluate providers based upon prior patient experience and satisfaction. These Ratings & Reviews currently may be sourced from either Blue Cross Blue Shield members leaving reviews online and/or the survey records of HCAHPS, a national standardized patient satisfaction survey for hospitals run by the Centers for Medicare & Medicaid Services.

Key Ratings Categories Scores collected from over 300 ratings, and compiled from 2 source(s)

Overall	4.1	★★★★☆	Expand for source details
Recommendations	96%	would recommend this facility to a friend	Expand for source details
Communication	4.1	★★★★☆	Expand for source details
Courtesy	4.2	★★★★☆	Expand for source details
Environment	4.0	★★★★☆	Expand for source details
Promptness	4.1	★★★★☆	Expand for source details

Spanish language option



Target Date: **LIVE!**

- + Spanish language versions of Provider Search, Cost Estimator, Patient Reviews and PCP Selection Tool

MI PLAN DE SALUD All Networks > MI UBICACION Durham, NC

47 resultados para Primary Care

North Carolina Central University
PRIMARY CARE/PREVENTATIVE
PROVEEDOR SIN COMENTARIO NO PREMIOS 2 MÉDICOS

1 North Carolina Central University
1801 Fayetteville St, Durham, NC 27707
(919) 530-6317

Duke University
PRIMARY CARE/PREVENTATIVE
PROVEEDOR SIN COMENTARIO NO PREMIOS 1 MÉDICO

2 Duke University
804 W Trinity Ave, Durham, NC 27701
(919) 688-3079

Duke University Occupational
PRIMARY CARE/PREVENTATIVE
PROVEEDOR SIN COMENTARIO NO PREMIOS 4 MÉDICOS

3 Duke University Occupational
2200 W Main St Ste 400, Durham, NC 27705
(919) 286-3232

North Carolina Central University
PRIMARY CARE/PREVENTATIVE
1801 Fayetteville St, Durham, NC 27707
(919) 530-6317 (919) 530-7969
Instrucciones

Redes Aceptadas

- POS
- PPO

Especialidades y Experticias

- PRIMARY CARE/PREVENTATIVE

Premios y Reconocimientos

North Carolina Central University No tiene acreditaciones
North Carolina Central University no tiene premios.

Calificación General

★ ★ ★ ★ ★

Reservar

Cualquier idioma

Especialidades

Cualquier experticia

Afiliaciones

Cualquier afiliación con hospitales

PCP vs Specialist



Target Date: **LIVE!**

- + Is provider a PCP or Specialist at this location
- + Co-Pay difference

BlueCross BlueShield of North Carolina

Search doctors, hospitals and more

Search Log In

Log in for personalized providers and cost estimates to your network.

MY HEALTH PLAN Blue Options MY LOCATION Current location

Jamison J Satterfield, MD

Pediatrics

Cmc Womens Institute Ne
200 Medical Park Dr Ste 550, Concord, NC 28025

12 more locations

(704) 403-4189

Directions Not accepting new patients

Male

Specialties & Expertise

Pediatrics Board certified

An appointment with Jamison J Satterfield at this location will use your specialist benefits

Plans Accepted

- Blue Advantage
- Blue Care
- Blue Local with CHS

Education

Medical School:

- Unknown, 1986

Residency:

- Carolinas Medical Center, 1989

Internship:

- Carolinas Medical Center, 1987

Ratings & Reviews

Write a review

QUESTIONS?

APPENDIX

HealthNAV - PCP Selection Tool



490 results for Adult Primary Care

Relevancy ▾



Ragini Madan, MD

Family Medicine

PROVIDER NOT YET
REVIEWED

SELECT AS PCP

Compare

3 AWARDS

1

Wake Med Apex Medical Group
120 Healthplex Way Ste 220, Apex, NC 27502
 (919) 350-0550



Orlando Conty, MD

Family Medicine

PROVIDER NOT YET
REVIEWED

SELECT AS PCP

Compare

3 AWARDS

2

Wake Med Apex Medical Group
120 Healthplex Way Ste 220, Apex, NC 27502
 (919) 350-0550



Matthew W Payne, MD

Family Medicine

PROVIDER NOT YET
REVIEWED

SELECT AS PCP

Compare

1 AWARD

3

Duke Primary Care-Peak Fam Practice
1011 Pemberton Hill Rd Ste 101, Apex, NC 27502
 (919) 367-9355



Samuel D Blackwell, MD

Family Medicine

PROVIDER NOT YET
REVIEWED

SELECT AS PCP

Compare

NO AWARDS

4

Duke Primary Care-Peak Fam Practice
1011 Pemberton Hill Rd Ste 101, Apex, NC 27502
 (919) 367-9355



Claude H Springfield, MD

PROVIDER NOT YET
REVIEWED

SELECT AS PCP

289 results for OB/GYN



Henry N Pleasant JR., MD

Designated for Cost And Quality

Obstetrics & Gynecology

PROVIDER NOT YET
REVIEWED

NO AWARDS



Compare

1 Creekside Womens Center [3.0 miles away]
2034 Creekside Landing Dr, Apex, NC 27502
📞 [919] 363-8011

7 more locations ▾



Lanford L Peck, MD

Designated for Cost And Quality

Obstetrics & Gynecology

PROVIDER NOT YET
REVIEWED

NO AWARDS



Compare

2 Apex Obstetrics & Gynecology [3.5 miles away]
1021 W Williams St Ste 103, Apex, NC 27502
📞 [919] 387-3373



Ronald G Rogers, MD

Designated for Cost And Quality

Obstetrics & Gynecology

PROVIDER NOT YET
REVIEWED

NO AWARDS



Compare

3 121 Edinburgh South Dr Ste 100, Cary, NC 27511 [6.8 miles away]
📞 [919] 465-4455

1 more location ▾



Arilus D Gunter, MD

Designated for Cost And Quality

Obstetrics & Gynecology

PROVIDER NOT YET
REVIEWED

🏆 2 AWARDS



Compare

4 Magnolia Womens Health [7.3 miles away]
1100 Holly Springs Rd Ste 212, Holly Springs, NC 27540
📞 [919] 552-1457

2 more locations ▾

HealthNAV – Medical Cost Estimator



Blue Cross BlueShield of North Carolina Search doctors, hospitals, procedures and more Search

MY HEALTH PLAN North Carolina State Health Plan MY LOCATION Durham, NC

Duke University Hospital

General Acute Care Hospital 2301 Erwin Rd, Durham, NC 27710 Not Designated
(919) 684-8111 Directions

Cost Overview

Cost Estimate for C-Section Delivery

\$1,224 Your expected cost
\$15,138 Your insurer's expected cost

Total cost: **\$16,362**

See breakdown of your cost >

Awards & Recognitions

- The Joint Commission
- American College of Radiology
- Blue Distinction Center+ for Cardiac Care

See 4 more awards & recognitions >

Affiliated Doctors

- Ivy P Altomare, Internal Medicine
- Jane E Andersen, Podiatry
- Mohammad H Baloch, Family Medicine
- Jessica L Bernhill, Family Medicine
- Teah M Bayless, Family Medicine
- Richard S Berdiack, Neurology

See more affiliated doctors >

Specialties & Expertise

- General Acute Care Hospital

Quality

- Medical Complications (ECRI for Medical DRGs) 4.8
- Surgical Complications (ECRI for Surgical DRGs) 4.8
- Pneumonia 4.8

See breakdown of quality measurements >

Networks Accepted

- Blue Advantage
- Blue Care
- Blue Local with Duke Medicine and WakeMed
- Blue Options
- Blue Select

Show 2 more

Ratings & Reviews Write a review

RECOMMENDATIONS 98% of patients would recommend this provider

Overall Rating 4.6 Ratings are based on over 300 survey responses

See ratings & reviews >

Location Amenities

- Handicap Accessible