

## Reviewing Comments

Comments can be reviewed on the NRC Provider Scorecard that is emailed on the 15<sup>th</sup> of each month. You will have over two weeks to review and appeal comments before they are published the first day of the next month to your Find a Doctor profile on [beaumont.org](http://beaumont.org).

### ACCESS FROM YOUR SCORECARD

1. Open the most recent scorecard from [subscriptions@nationalresearch.com](mailto:subscriptions@nationalresearch.com).
2. Scroll to the bottom of the email to find the section labeled **Scheduled Comments**.
3. Please review each comment. Unless appealed, these comments are automatically published to your Find a Doctor profile.
4. To appeal a comment, please click the link at the very bottom of the email (shown below in green) and follow instructions on the next page.

### NRC Provider Scorecard

**Dr. Jane Smith**  
Completed report for January 1, 2019 - March 14, 2020

Key Metric: Provider would recommend  
**92.7**  
based on 189 patient reviews

Peer Ranking  
Primary Care  
99 / 129

Location Scores: Provider would recommend

Provider Tips

2: GOOD LISTENING BUILDS SELF-ESTEEM DURING THE CONVERSATION

Star Rating  
Your Star Rating  
4.95  
Organizations Average  
4.78

**Scheduled Comments**  
Next 31 days

5 stars  
My doctor and my doctor says is excellent to me and they all got good personalities and I feel safe all the time.  
Visit date: January 7, 2020  
Publish date: June 1, 2020

5 stars  
Always receive excellent care and treatment from the doctor and the staff.  
Visit date: January 2, 2020  
Publish date: June 1, 2020

5 stars  
It's real simple Dr Michael Barnes is the best  
Visit date: January 2, 2020  
Publish date: June 1, 2020

Link to appeal comments

If you believe a comment should not be published based on the exclusion criteria you may submit a formal request via the following link: <https://form.jotform.com/200196057503146>

**Scheduled Comments** are scheduled to publish on your Find a Doctor profile on the first of the next month. These have been reviewed through our exclusion process to scrub for PHI and other criteria.

For further details about this process or the scorecard, please visit the [FAQ](#) page.

### Support

NRC Customer Support:  
Office: 888.343.2851  
[customersupport@nrchealth.com](mailto:customersupport@nrchealth.com)

Beaumont:  
[Transparency@beaumont.org](mailto:Transparency@beaumont.org)

## Appealing Comments

If you believe a comment should not be published based on the exclusion criteria, you can appeal it. The Ratings and Reviews Appeals Committee will assess each appealed comment to determine if it should be published or suppressed. Appealed comments will not be published until the process is complete.

### SUBMIT A FORMAL APPEAL

1. Open the [Physician Comment Appeal form](#). This link is also at the very end of the NRC Provider Scorecard email (see green box shown on previous page).
2. Refer to the scorecard under the ***Scheduled Comments*** section. Copy the text of the comment you'd like to appeal and paste it into the first open box on the appeals form.
3. Provide a reason for the appeal and click submit.



**Only ONE comment can be appealed at one time.** If you have multiple comments to appeal, please repeat the steps above for **EACH** comment.

*NRC Provider Scorecard*

Scheduled Comments  
Next 31 days

5 stars  
*My doctor and my doctor says is excellent to me and they all got good personalities and I feel safe all the time.*  
Visit date: January 1, 2020  
Publish date: June 1, 2020

5 stars  
*Always receive excellent care and treatment from the doctor and the staff.*  
Visit date: January 2, 2020  
Publish date: June 1, 2020

5 stars  
*It's real simple Dr Michael Barnes is the best*  
Visit date: January 2, 2020  
Publish date: June 1, 2020

*Physician Comment Appeal Form*

1 **Physician Comment Appeal Form**  
Transparency Program

Who is appealing this comment? \*  
☐ Physician (myself)  
☐ Other

Today's Date:

Physician First Name \*   
Physician Last Name \*

Physician Call Back Number \*   
Physician Email Address \*

Date of Comment: \*

2 Please copy and paste the comment text here:

3 Reason for appeal:

Submit  
HIPAA

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