# **Beaumont Physician Ratings & Reviews | Start Guide**

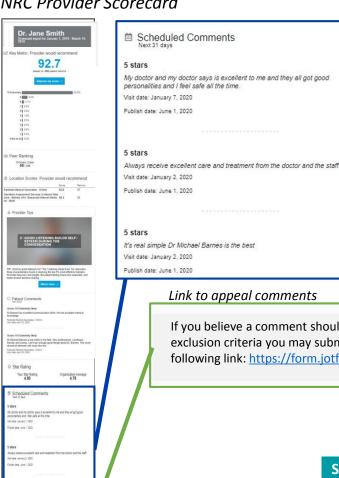
# **Reviewing Comments**

Comments can be reviewed on the NRC Provider Scorecard that is emailed on the 15th 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.

# **ACCESS FROM YOUR SCORECARD**

- Open the most recent scorecard from subscriptions@nationalresearch.com. 1.
- Scroll to the bottom of the email to find the section labeled **Scheduled Comments**. 2.
- 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



**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.

If you believe a comment should not be published based on the exclusion criteria you may submit a formal request via the following link: https://form.jotform.com/200196057503146

### **Support**

NRC Customer Support: Office: 888.343.2851

Beaumont:

Transparency@beaumont.org

customersupport@nrchealth.com

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# **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If you believe a comment should not be published based on the exclusion criteria, you can appeal it.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 Appealed comments will not be published until the process is complete.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 <u>Physician Comment Appeal form</u>. 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.

# Physician Comment Appeal Form 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. Publish date: June 1, 2020 Pysician First Name \* Physician Call Back Number \* Physic

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