



Practice Name
Address
City, State, Zip code
Phone#
NPI:
Practice ID
Market

Month Day Year

RE: 2025 Accessibility Audit Results (Highmark Health Options Duals-DE Medicare)

Dear Office Administrator/Corporate Compliance,

Thank you for your participation in our provider access audit conducted by Press Ganey, an independent research firm that we partner with to conduct the audit.

The audit results revealed that your practice failed to meet one or more of the established accessibility standards. Please review the audit results on the attached Provider Report Card and complete the following actions within 45 days.

- Complete an “Accessibility Action Plan”
- Complete staff training
- Complete a practice self-assessment

Your completion of the **provider access corrective action plan online submission form** on the Highmark Health Options Duals Delaware provider website will satisfy the action listed above.

You can access the online submission form, the accessibility standards, and other access resources at <https://www.highmarkhealthoptions.com/providers/provider-resources/accessibility-to-care-standards/>.

Your practice will be included in the next audit cycle to ensure that steps taken by your office to close access gaps are effective.

Please contact your Provider Representative directly with any questions or concerns.

Sincerely,

Provider Network Compliance

Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association. Highmark Health Options Duals is offered by Highmark Blue Cross Blue Shield. Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield offers HMO plans with a Medicare Contract. Enrollment in these plans depends on contract renewal