

HIGHMARK WHOLECARE'S ANNUAL PROVIDER ACCESSIBILITY AUDIT PROCESS: STEPS AND IMPORTANT REMINDERS

1	Your practice site will be contacted to complete the accessibility audit annually, by telephone, in the 2nd Quarter of the audit year.
2	When the call agent contacts your office they will identify that they are from Press Ganey and that they are calling on behalf of Highmark Wholecare to conduct an audit with your practice site to determine if your site is adhering to Highmark Wholecare's Accessibility Standards.
	The Accessibility Standards (Appointment Standards) were established to meet regulatory requirements and to ensure that patients have timely access to care.
	The Accessibility Standards include: wait times for practice sites to schedule member appointments and the sites protocol for after-hours access to care, *member missed appointments "no shows", *the average wait time in the office and exam room before being seen by a practitioner in the office. <u>IMPORTANT:</u> *This protocol/data may not be readily available for call center/central scheduling staff so educate and provide them with the information needed to complete the audit.
	The Accessibility Standards and other Accessibility Audit Resources are available on the Highmark Wholecare provider website at https://wholecare.highmarkprc.com/Provider-Resources/Accessibility-to-Care-Standards under Provider, Provider Resources, Accessibility to Care Standards
3	The call agent will ask if you schedule member appointments or have access to the appointment calendar at your practice site. If you are not the appropriate staff, the agent will request that you transfer them to the appropriate staff to answer the access audit questions.
	If you are unsure of who at your site should respond to the access audit, contact your office administrator before transferring the call.
	If your practice site schedules member appointments using a call center that is not at your practice sites physical location or phone #, your sites call recording should direct members to the appropriate phone option to schedule an appointment (the audit call agent will follow the phone prompts to get to the scheduling line).
4	The call agent will begin the audit (the audit will take approximately 5 minutes to complete). The agent will request that you review your sites appointment calendar to identify the next available appointment slot for each standard; and provide your sites missed appointment protocol/average office wait time data.
	Staff should respond to the audit questions as if the type of appointment has already been determined (if the Press Ganey call agent asks for the next available appointment on your appointment schedule for routine care you must provide a response that meets Highmark Wholecare's Accessibility Standards).
5	Post Accessibility Audit: If you fail one or more standards in the annual audit you will receive a letter indicating your audit results within a few months of your practice site completing the accessibility audit.
	The letter will indicate that 1) your site failed the annual access audit 2) your site must complete the actions identified in the letter within 45 days - a report card detailing your audit results will be included. Your completion of the "provider access corrective action plan (CAP) online submission form" located on the Highmark Wholecare provider website will satisfy all actions indicated on the letter. Click here to see what is needed to complete the online CAP Form Click here to complete the online CAP Form