



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

Month Day Year

RE: 2024 Accessibility Audit Results

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 Wholecare provider website at <https://wholecare.highmarkprc.com/Provider-Resources/Accessibility-to-Care-Standards> will satisfy all actions listed above.

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

The accessibility standards are outlined in the Medicaid and Medicare Provider Manuals and are available as part of our Accessibility to Care Standards resource located on our provider website at <https://wholecare.highmarkprc.com/Provider-Resources/Accessibility-to-Care-Standards> under Provider, Provider Resources.

Please contact your Provider Representative directly with any questions, concerns, or to schedule an onsite training.

Sincerely,
Director, Provider Relations Compliance