



Provider Surveys/Audits

Highmark Wholecare plans have contracted with a National Committee for Quality Assurance (NCQA) certified Survey Vendor to assess our networks appointment and after-hours access as well as provider satisfaction. Your participation in these surveys/audits means so much to us. Highmark Wholecare plans have cross departmental work groups that evaluate the results to make policy changes to improve both member and provider experience. The results of these are evaluated and are used to remove barriers and make process improvements.

Provider Satisfaction Survey

The Provider Satisfaction survey is typically conducted sometime around the last quarter of the year. It is first sent out via mail. If a completed survey is not returned, SPH Analytics will follow-up with a phone call to the practice. We print the results of the survey in our Newsletter, now available at our website.

Appointment Access and After-Hours Access Audit

Highmark Wholecare Providers are expected to follow certain accessibility standards which are outlined in the Policy and Procedure Manual and are referred to in your contract. The Department of Human Services (DHS), Department of Health (DOH), Centers for Medicare and Medicaid Services (CMS), and the National Committee for Quality Assurance (NCQA) all expect our contracted providers to be available for timely appointments and to be accessible when needed after-hours. In addition, we are expected to monitor your compliance with the standards.

Highmark Wholecare contracts with SPH Analytics to conduct the audit of PCPs, High Volume & High Impact Specialists, and Behavioral Health practice sites. SPH contacts these practice sites, telephonically, during regular office hours to assess compliance with the appointment standards and calls after-hours to assess after-hours access. The audit is usually conducted sometime in the third quarter of the year. The goal of this audit is to find out what a typical wait time is for members to be seen by your practice site for a variety of appointment types.

SPH Analytics will be following the same protocol as last year. They will be introducing themselves at the beginning of the call so that you are aware that the call is being made on behalf of Highmark Wholecare. We apologize for the disruption in your busy day. SPH Analytics will cover all of the questions in about five (5) minutes. The results of the audit will be shared with your practice.

Please be sure to review the accessibility standards with your staff and off-site central scheduling/call center locations.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association ("Highmark Wholecare").