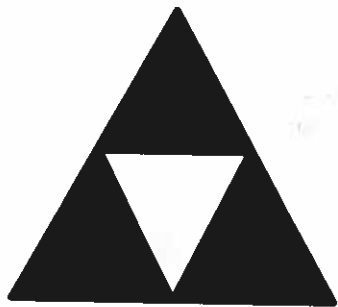


**Public Notice of Survey**



# Notice of Health Plan Accreditation Survey

**The Accreditation Association for Ambulatory Health Care, Inc. (AAAHC)**

**Will Conduct an Accreditation Survey of**

**Organization Name:** CHRISTUS HEALTH PLAN

**On**  
**Survey Dates:** September 21 - 23, 2020

This organization has voluntarily requested the survey as a means of assisting its efforts to improve the quality of health care and services it administers for its members. The survey will evaluate the organization's compliance with AAAHC Health Plan Standards to determine if accreditation should be awarded or retained by the organization.

All interested individuals holding pertinent and valid information about the organization's compliance with AAAHC standards may request a presentation with AAAHC surveyors *or* may communicate such information in writing or by telephone to AAAHC for consideration.

Requests for in person presentations must be received at least two weeks before the above scheduled survey date/s to allow for processing and scheduling.

To obtain a copy of the AAAHC Health Plan Standards, request an in person presentation, or submit information, please contact:

**Accreditation Association for Ambulatory Health Care, Inc.**  
**Health Plan Program**  
5250 Old Orchard Road, Suite 200  
Skokie, IL 60077

Telephone (847) 853-6060  
FAX (847) 853-9028  
Email: [info@aaahc](mailto:info@aaahc)

8/27/2020  
Date Posted  
Nicolle Mustafa, CMS Compliance Director  
Name and Title

## **Public Notice of Survey Policy**

The AAAHC's Public Notice of Survey policy requires surveyed organizations to publicly post the notification of survey at least 30 days prior to their scheduled survey date/s in order to provide an opportunity for health plan members, staff, and network providers to present information about the organization's provision of health care services and/or its compliance with AAAHC Standards, to AAAHC and/or the survey team. Failure to demonstrate full compliance with the policy to AAAHC staff and/or the survey team may result in cancellation of the survey and/or a delayed determination of accreditation.

Acceptable "public notice" must include posting on all electronic platforms and websites the organization operates in relation to the health plan and respective service lines it is being surveyed for, and includes at least 1 of the following:

- Posting on the organizations public, employee, member, and provider website/portals
- Distribution to employees, members and providers, via e-blast and/or mailed newsletter

Additionally, the public notice should be posted prominently within the surveyed organizations headquarters or main operating facility, as well as any clinics or provider offices owned and operated by the surveyed organization which delivers care and/or services to members served within the health plan being surveyed.