



Provider Accessibility Initiative (PAI)

Date: 04/28/21

Is your PAI data correct on our website to ensure that your SSHP Patient has accurate accessibility data when making an appointment with your group?

[Take the survey](#)

What is the PAI?

SilverSummit HealthPlan is committed to providing equal access to quality health care and services that are physically and programmatically accessible for our members with disabilities. In May of 2017, our parent company, Centene, launched a Provider Accessibility Initiative (PAI) to increase the percentage of Centene's providers that meet minimum federal and state disability access standards. One of the goals of the PAI is to improve the accuracy, completeness, and transparency of provider self-reported disability access data in Provider Directories so that members with disabilities have the most accurate, accessible, and up-to-date information possible related to a provider's disability access. To accomplish this, providers are asked to complete a self-report of disability access that will be verified by SilverSummit HealthPlan through an onsite Accessibility Site Review (ASR).

It is a Federal Requirement

SilverSummit HealthPlan's expectation, as communicated through the provider contract, is full compliance with all federal and state disability access laws and regulations (including, but not limited to, the Medicaid/CHIP Managed Care final rule provisions, the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and Section 1557 of the Affordable Care Act). "Minimum accessibility," as defined in the ASR Tool, is not to be confused with, nor is intended to replace, the obligation of full compliance with all federal and state disability access laws and regulations, which remains the legal responsibility of SilverSummit HealthPlan providers.

Americans with Disabilities Act (ADA)

Title III of the ADA mandates that public accommodations, such as a Provider's office, be accessible to those with disabilities. The provisions of the ADA protect qualified individuals with a disability from:

- Exclusion from participation in the benefits of services, programs or activities of a public entity.
- Denial of the benefits of services, programs or activities of a public entity.
- Discrimination by any such entity. SilverSummit HealthPlan providers must provide physical access, accommodations, and accessible equipment for members with physical or mental disabilities as required by 42 CFR Section 438.206(c)(3).

Medicaid/CHIP Managed Care final rule

[1]The 2016 Medicaid/CHIP Managed Care Final Rule states that: 1. MCO providers must provide physical access, accommodations, and accessible equipment for consumers with physical or mental disabilities by July 1, 2018 (42 CFR Section 438.206(c)(3)); 2. Provider directories must indicate the following for all physicians, hospitals, pharmacies, behavioral health providers, and LTSS providers: linguistic capabilities, completion of cultural competence training, and whether the provider's offices, exam rooms, and equipment accommodate individuals with physical disabilities by July 1, 2017 (42 CFR Section 438.10(1)); and 3. State network adequacy standards must consider the ability of MCO network providers to ensure physical access, reasonable accommodations, culturally competent communications, and accessible equipment for Medicaid enrollees with physical or mental disabilities by July 1, 2018 (42 CFR Section 438.68(c)(1)).

Section 504 of the Rehabilitation Act

Section 504 protects qualified individuals with disabilities from discrimination on the basis of disability in the provision of benefits and services.

Section 1557 of the Affordable Care Act

Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA). The law prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities.

Email the Provider Demographics mailbox for more information at NVSS_Provider_Demographics@SilverSummitHealthPlan.com.

Your Data will Display in the Provider Directories

The detailed accessibility information you self-attest to, will display in SilverSummit HealthPlan online and print directories. Using the online Find a Provider tool, members with disabilities will be able to filter on providers, based on their disability access needs. Members will be able to make an informed choice based on the service location's disability access status.

It's the right thing to do

Everyone deserves equal access to quality health care and services that are physically and programmatically accessible to people with disabilities and their companions.

