



Accreditation Association
for Ambulatory
Health Care, Inc.

Notice of Accreditation Survey

The Accreditation Association for Ambulatory Health Care, Inc. (AAAHC)
will conduct an accreditation survey of

AmeriGroup Florida, Inc. from June 17-19, 2013

The survey will be used to evaluate the organization's compliance with the AAAHC standards for a health plan and to determine if accreditation should be awarded to, or retained by, the health plan.

Through an emphasis on education and consultation, the ultimate purpose of the accreditation process is to improve the quality of health care and member services.

AmeriGroup Florida, Inc. has voluntarily requested this survey as a means of assisting its own efforts to improve the quality of health care and member services. The health plan's members, members of the general public, providers and staff members believing that they have pertinent and valid information about this health plan's compliance with AAAHC standards, may request an information presentation with AAAHC surveyors at the time of the survey for the purpose of presenting such information, *or* may communicate such information in writing or by telephone to the AAAHC. All pertinent information received from identified individuals at or before the survey will be considered in the accreditation decision process.

Requests for presentation must be received at least two weeks before the survey in order to allow sufficient time to schedule the presentations. Requests for public information presentations or reporting of pertinent and valid information may be communicated in writing or by telephone to AAAHC at the following address and telephone number:

Accreditation Association for Ambulatory Health Care, Inc.

Health Plan Services
5250 Old Orchard Road, Suite 200
Skokie, IL 60077

Telephone (847) 853-6060
FAX (847) 853-9028

May 15, 2013
Date Posted

By Michael Stobel
Name and Title
Asst Quality Management

Public Notice of Survey

The AAAHC's Public Notice of Survey policy is intended to provide the opportunity for interested individuals, including members, providers and staff, to present to the AAAHC survey team pertinent and valid information about the organization's provision of health care services and/or its compliance to the AAAHC standards. Alternatively, individuals may present such information in writing to the AAAHC's headquarters

The Public Notice policy requires that advance notice be given a minimum of 30 days before the start of the survey. If the organization refuses to provide notice of the survey, the survey will not be conducted. If the organization unintentionally fails to provide notice, the survey will be conducted but no accreditation decision will be made until the organization has provided notice for the 30 days.

Instructions

AAAHC requires that health plans provide notice of the survey to staff, members and providers, employed or contracted. To comply with the AAAHC policy, notice may be given in one of many ways; for example, an announcement in the member and/or provider newsletter, special bulletins that are distributed to staff, members and/or providers, or an advertisement in the local newspaper.

Organizations may utilize other means of notification, but need to obtain AAAHC staff approval to ensure that the intent of the policy is being met.

The health plan should be prepared to show the AAAHC survey team how public notice of the survey was provided.