



## **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.