



Introducing PA Health & Wellness Provider Accessibility Initiative

PA Health & Wellness continuously works to remove barriers that prevent our members from accessing quality healthcare because we have a responsibility to make it simple to get well, stay well, and be well. This is why PA Health & Wellness's parent company, Centene, was the 2019 recipient of the CMS Health Equity Award and is ranked #7 on Fortune's Change the World list.

To continue this mission, PA Health & Wellness has launched our Provider Accessibility Initiative (PAI). The goal of the PAI is to improve member access and health outcomes by increasing the percentage of practitioner locations and services in our network that meet minimum federal and state disability access standards.

The program aims to transition healthcare delivery into a fully accessible system for everyone while improving the accuracy and transparency of disability access data in provider directories. Members are able to view your location's detailed disability access information on the online Find a Provider tool, and filter for a provider based on their disability access needs.

We Need to Hear From You!

You should see a change in the online Find a Provider tool that has taken your current response to ADA accessibility and mapped it into 65 detailed disability access questions. In order to ensure your disability access is current and accurate, we ask you complete the survey that is linked below. Please fill it out to the best of your abilities, for every service location where you serve PA Health & Wellness members.

We thank you for your continued commitment to providing equal access to quality healthcare and services that are physically and programmatically accessible for our members with disabilities and their companions. We look forward to working together to provide the best experience possible. If you have any questions, please contact the Provider Services at 1-844-626-6813 or email PAI_Information@centene.com.

Click here to access the survey:

https://centene.az1.qualtrics.com/jfe/form/SV_5gOCnwXvKEHxnc9