



**superior
healthplan**™

Provider Accessibility Initiative

Improving Member Access and Health Outcomes

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Superior HealthPlan continuously works to remove barriers that prevent members from accessing quality health care. Together, Superior and providers have a responsibility to make it as easy as possible for members to get well, stay well and be well. Superior's parent company, Centene, is also committed to improve accessibility. Centene was the 2019 recipient of the Centers for Medicare & Medicaid Services (CMS) Health Equity Award, and is also ranked #7 on Fortune's Change the World list.

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Introducing the Provider Accessibility Initiative

To continue this mission, Superior launched the Provider Accessibility Initiative (PAI). The goal of the PAI is to improve member access and health outcomes by increasing the percentage of provider locations and services within the network that meet minimum federal and state disability access standards.

The program aims to transition health-care delivery into a fully accessible system for our members, while improving the accuracy and transparency of disability access data in Superior's provider directories. Members are able to view a location's detailed disability access information using the online Find a Provider tool, as well as filter for a provider based on their disability access needs. To access the Find a Provider tool, please visit www.SuperiorHealthPlan.com/members/medicaid/find-a-provider.html.



Ensure Your Disability Access is Accurate and Up-to-Date

In recent updates to the Find a Provider tool, your current response to Americans with Disabilities Act (ADA) accessibility was mapped into 65 detailed disability access questions. In order to ensure your disability access is current and accurate, please complete Superior's Provider Accessibility Initiative Form, linked below. Fill out the form to the best of your ability for every service location where you serve Superior members.

To access the form, please visit https://cnc.sjc1.qualtrics.com/jfe/form/SV_77dFESrAFooXBik.



Additional Information

Superior looks forward to working with you to provide the best experience possible for our members.

If you have any questions, please reach out to your local Account Manager. To locate your Account Manager, please visit www.SuperiorHealthPlan.com/providers/resources/find-my-provider-rep.html.