

Compliance Matters: Provider Surveys

Select Health provider surveys fall into two categories:

1. **Regulatory** — Required by state and federal agencies to ensure compliance with specific care standards, these surveys focus on aspects of health plan service (e.g., timely access, provider satisfaction, enrollee satisfaction).
2. **Accreditation** — Mandated by organizations such as the National Committee for Quality Assurance (NCQA). NCQA Health Plan Accreditation requires consistent monitoring of:
 - Practitioner availability and accessibility of services
 - Provider directory usability and accuracy
 - Efficient collection and analysis of member experience data.

To maintain certification, Select Health must demonstrate our ability to perform in alignment with NCQA standards for:

- Quality management and improvement
- Population health management
- Network management
- Utilization management
- Credentialing and recredentialing
- Member rights and responsibilities
- Member connections
- Provision of benefits

Use the table below to plan for upcoming Utah provider surveys. **Survey timing can be subject to change due to new surveys or timing requirements.**

Utah Provider Survey Name (Cadence)	Required by:	Survey Timing	States Applicable
Quarterly Attestations for Provider Directory Info (Quarterly)	Various CMS, NCQA, and state mandates	Quarterly	All States
Provider End-of-Year Experience Survey (Annual)	Select Health Business Practice for Improving Provider Experience	Q1	
Clinic Manager End-of-Year Experience Survey (Annual)			
QPP Experience Survey (participating clinics only) (Annual)	CO Regulations 4-2-80	Q2	CO Only
Network Provider Demographic Data (Annual)			
Provider Training - Cultural Sensitivity Training (results listed in Provider Directory) (Annual)			
Appointment Wait Times Survey (Annual)	NCQA NET 2: Element A	Q1-Q2	All States
Appointment Wait Times Secret Shopper Survey¹ (Annual)	CMS 2023 Letters to Issuers Ch. 2, Sect. 3.ii.b		
Fraud/Waste/Abuse and Compliance Training Attestation (Annual)	Title 42 CFR, Supporting CMS Manuals	Q2-Q3	Utah Only
Dual Special Needs Plan (D-SNP) Attestation/Survey (Annual)²	CMS 42 CFR 422.107	Q3	
After-Hours Audit (Annual)	NCQA NET 2: Element A	Q4	All States

¹ This survey is used to evaluate quality health plan issuers' compliance with appointment wait time standards through simulated patient calls performed by a third-party vendor.

² This is sent monthly to newly contracted providers. In Q3 of each year, we send new training to everyone for the upcoming year. The training has been sent out for 2026. Any newly contracted provider going forward will receive the 2026 training.



Questions about compliance?
Contact your Provider Relations representative.