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Notice: Provider Appointment Availability Survey

8/9/2019

Dear Provider,

This notice is to advise you that HPSM is conducting our annual Provider Timely Access Survey from **August 12 – December 31, 2019**. Per the Department of Managed Health Care regulation (Title 28, Section 1300.67.2.2), as cited on Page 8 of the Provider Manual, HPSM is required to ensure its provider network offers timely access to care for members. This survey will assess our member’s access to timely appointments, which are defined as:

Urgent Appointments	Wait Time
for services that do not need prior approval	48 hours
for services that do need prior approval	96 hours
Non-Urgent Appointments	Wait Time
Primary care appointment	10 business days
Specialist appointment	15 business days
Appointment with a mental health care provider (who is not a physician)	10 business days
Appointment for other services to diagnose or treat a health condition	15 business days

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If you are receiving this notice you may be asked to participate because you are contracted as one of the following provider specialty types for Medi-Cal, Healthy Kids, and/or HealthWorx:

- Primary Care
- Specialist Physicians: Cardiovascular Disease, Endocrinology and Gastroenterology
- Psychiatrists
- Non-Physician Mental Health Care Providers (NPMH): Licensed Professional Clinical Counselor (LPCC), Psychologist (PhD-Level), Marriage and Family Therapist/Licensed Marriage and Family Therapist and Master of Social Work/Licensed Clinical Social Worker
- Ancillary Service Providers: Facilities or entities providing mammogram or physical therapy appointments

Rates of compliance and response rates to the survey will be made public.

- You will first receive a survey request via fax.
- If we do not hear back from you within five business days, you will receive a phone call. The phone call should take no more than five minutes.

Please send your survey responses directly to HPSM by faxing them to **(650) 616-8046**.

We appreciate your participation in this survey and your commitment to serving our members.

HPSM Provider Services