

# PROVIDER Update



NEWS & ANNOUNCEMENT

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UPDATE 18-106

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## Be Prepared – Upcoming DHCS Provider Calls on Appointment Availability

The California Department of Health Care Services (DHCS) has contracted with Health Services Advisory Group, Inc. (HSAG) to conduct a focused study to assess the extent to which Medi-Cal managed care health plans (MCPs), including Health Net Community Solutions, Inc. (Health Net) and CalViva Health, are meeting the appointment wait time standards. Provider offices are asked how quickly they can offer and schedule appointments for members for the appointment types listed in the table on page 2.

HSAG's vendor, DataStat, will conduct calls to providers in four phases with each phase to include approximately 25 percent of the total random study sample. The total random sample consists of 411 providers for each of the provider types below:

- Primary care providers
- Specialists
- Mental health care providers
- Ancillary providers, such as physical therapy, magnetic resonance imaging (MRI) and mammography

The following is the call schedule for each phase of the focused study:

Study Phase	Call Date Range
Phase 1	February 12, 2018 – March 27, 2018
Phase 2	April 18, 2018 – May 30, 2018
Phase 3	July 18, 2018 – August 29, 2018
Phase 4	October 17, 2018 – December 3, 2018

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569

[www.healthnet.com](http://www.healthnet.com)

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## APPOINTMENT AVAILABILITY STANDARDS

As a reminder and in preparation of the upcoming calls, below are appointment standards to ensure that health care services are provided to patients in a timely manner appropriate for the nature of the patient's condition and consistent with good professional practice.

For providers who offer walk-in or same-day appointments, be sure to indicate this on the call with the surveyor.

Appointment Type	Appointment Standard
<b>PCPs and Specialists</b>	
Urgent care appointments with PCPs that do not require prior authorization	Appointment within 48 hours of request
Urgent care appointments with specialist that do not require prior authorization	Appointment within 48 hours of request
Non-urgent appointments with PCP	Appointment within 10 business days of request
Non-urgent appointment with specialist	Appointment within 15 business days of request
Physical exams and wellness check appointment	Appointment within 30 calendar days of request
First prenatal appointment with PCP	Appointment within 10 business days of request
First prenatal appointment with specialist	Appointment within 10 business days of request <sup>1</sup>
Well-child visit with PCP	Appointment within 10 business days of request
<b>Ancillary Services</b>	
Access to non-urgent ancillary services for magnetic resonance imaging (MRI), mammogram, physical therapy	Appointment within 15 business days of request
<b>Behavioral Health Services</b>	
Access to non-urgent appointment with physician (psychiatrist) for routine care	Appointment within 15 business days of request
Access to non-urgent appointment with nonphysician behavioral healthcare provider	Appointment within 10 business days of request
Access to urgent care (psychiatrist)	Appointment within 48 hours
Access to urgent care (non-physician)	Appointment within 48 hours

## ADDITIONAL INFORMATION

Providers are encouraged to access the provider portal online at [provider.healthnet.com](http://provider.healthnet.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.