

Provider Office Telephone Access Survey

Telephone surveys performed quarterly to evaluate compliance for access standards

Beginning March 2019, Health Net* and CalViva Health will conduct telephone surveys to a random sampling of primary care physicians. The surveys assess compliance with the telephone access standards as set forth by the Department of Health Care Services (DHCS). The survey will consist of one question and should only take a few minutes to complete.

The surveys will continue the last month of each quarter going forward.

ACCESS STANDARDS

Provider offices are asked to comply with the following telephone access standards:

- Provider offices must answer member calls within 60 seconds. Calls can be answered live or with a recording.
- Provider offices must return member calls within one business day.

Providers should review their office telephone answering protocols to make sure they are compliant with the above standards. Providers should take steps to correct any problems prior to March 2019 and for future surveys.

ADDITIONAL INFORMATION

Providers are encouraged to access the provider portal online at 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.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com