

# PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

MAY 15, 2019

UPDATE 19-370

2 PAGES

## Call to Action: DHCS Study on Appointment Availability

Ensure members have timely access to health care services

The California Department of Health Care Services (DHCS) has contracted with Health Services Advisory Group, Inc. (HSAG) to conduct a study to assess the extent to which Medi-Cal managed care health plan (MCP) network providers are meeting appointment wait time standards.

Health Net\* network providers are required to ensure members are receiving timely appointments per state requirements (see table on page 2 for the subset of the standards being surveyed). If you **offer walk-in or same-day appointments**, please be sure to indicate this on the call with the surveyor.

Providers will be surveyed on the below:

- Ability to offer patients appointments according to the timely access standards as listed in the table on page 2.
- Participation with Health Net.
  - It is important that you give the correct participation response of “yes” when the surveyor is asking if you accept Health Net Medi-Cal, whether through a delegated group affiliation or directly.
  - If there are changes to your participation or panel status, notify your provider network administrator (PNA) at any time.
- Panel status, such as accepting or not accepting new patients.

DataStat, HSAG’s vendor, will contact providers based on the schedule and provider specialties listed below:

	2019 Call date range	Provider specialties
Phase 1	February 15–March 29	PCPs, OB/GYNs, cardiologists/interventional cardiologists, and psychiatrists
Phase 2	May 17–June 28	PCPs, OB/GYNs, endocrinologists, and gastroenterologists
Phase 3	August 19–September 30	PCPs, OB/GYNs, dermatologists, neurologists, and pulmonologists
Phase 4	November 13–December 31	PCPs, OB/GYNs, general surgeons, hematologists, HIV/AIDS specialists/infectious disease specialists, nephrologists, oncologists, ophthalmologists, orthopedic surgeons, otolaryngologists/ENT specialists, and physical medicine/rehabilitation specialists

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
  - Kern
  - Los Angeles
    - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES

1-800-675-6110  
provider.healthnet.com

PROVIDER COMMUNICATIONS  
provider.communications@healthnet.com

\* Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by telephone or by return fax and destroy this transmission, along with any attachments.

OTH028774EH00 (5/19)

---

## APPOINTMENT AVAILABILITY STANDARDS

Appointment type	Appointment standard
Primary care physicians (PCPs) and specialists	
Urgent care appointments with PCPs	Appointment within 48 hours of request
Urgent care appointments with specialists that do not require prior authorization	Appointment within 48 hours of request
Urgent care services (specialist) that require prior authorization	Appointment within 96 hours of request
Non-urgent appointments with PCP	Appointment within 10 business days of request
Non-urgent appointments with specialist	Appointment within 15 business days of request
Ancillary services	
Access to non-urgent ancillary services for magnetic resonance imaging (MRI), mammogram, physical therapy	Appointment within 15 business days of request
Behavioral health services	
Access to non-urgent appointment with physician (psychiatrist) for routine care	Appointment within 15 business days of request
Access to non-urgent appointment with non-physician behavioral health care provider	Appointment within 10 business days of request
Access to urgent care (psychiatrist)	Appointment within 48 hours of request
Access to urgent care (non-physician)	Appointment within 48 hours of request

Health Net appreciates you participating in this important survey and for ensuring our members receive timely access to care.

### 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 the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.