

PROVIDER Update



NEWS & ANNOUNCEMENT

MAY 15, 2019

UPDATE 19-371

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 the appointment wait time standards.

Health Net* and CalViva Health 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 CalViva Health.
 - CalViva Health subcontracts to Health Net to serve Medi-Cal beneficiaries in Fresno, Kings and Madera counties.
 - When asked if you participate with CalViva Health, answer "Yes" per the Medi-Cal line of business included in your direct agreement with CalViva Health, Health Net or with your direct participating physician group (PPG) agreement.
- 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 MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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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 |

We appreciate 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 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.