

Fax Your Wait-Time Log the First Tuesday of Each Month

It is easy to submit your wait-time log for scheduled appointments

Use the Office Wait-Time Log to easily send in your information. At the beginning of each month, select a day to fill out the attached log for all scheduled appointments. If you have at least 10 entries, fax the completed log on the first Tuesday of the month to CalViva Health. There must be at least 10 entries for each month, but they do not have to be on the same day.

- Remove or black-out patient names before faxing.
- Do not include walk-in patients.
- Fax to (559) 446-1998.

The Department of Health Care Services (DHCS) requires Health Net* and CalViva Health to monitor provider office wait times. In-office wait times for scheduled appointments must not exceed 30 minutes.

Choose our log or your log

The Office Wait-Time Log is in the Provider Library on the provider website at provider.healthnet.com. Once logged in to the library, go to *Forms > Office Wait-Time Log*.

You can also use your own log, but make sure we receive the following information:

- Time of patient arrival
- Time of scheduled appointment
- Time patient was escorted to an exam room

To accurately collect data for each clinic, it is important to include the *provider site name and location* on the log.

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



Office Wait-Time Log – Scheduled Appointments

Provider site name: _____

Provider site location: _____

Date: _____

- Fax the log to Ashelee Alvarado at (559) 446-1998.
- Office Wait-Time Logs are due on the first Tuesday of every month.
- Include at least 10 samples using standard time.

Number	Patient's initials	Appointment time (Do not include walk-ins)	Arrival time	Time placed in exam room
Example	AA	9:00 am	8:55 am	9:10 am
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
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If you have questions, contact Ashelee at aalvarado@calvivahealth.org.