

Improve Patient Satisfaction With Advanced Access

Advanced access is an appointment scheduling method that allows same-day appointments for patients. Benefits of implementing advanced access:

- Improved access to care.
- Increased patient, staff and provider satisfaction.
- Enhanced continuity of care.
- Cost and efficiency savings at provider practice.

Advanced Access Description	
Type of appointment	PCP appointments. This does not include appointments with a specialist.
Who the appointment is with	A PCP, or other qualified primary care provider, such as a nurse practitioner or physician's assistant. Provider may be any appropriate provider within a medical group or independent practice association to which the enrollee is assigned.



Two tips to ensure advanced access for patients who call to request a same-day appointment:

- Block out at least one hour a day to allow for same-day appointments.
- Keep the canceled time slot (less than 24-hour notice) open.

Email us with questions

If you want to learn more about advanced access, send an email to Access.Availability.PNM@healthnet.com.

Let us know if you offer advanced access to patients

Please fill out the attached Advanced Access Questionnaire. Fax it back to Health Net within 30 days at **1-833-233-8062**.



Make changes to any of these areas on the fax sheet, if needed:

- Contact information:
 - Telephone number
 - Fax number
 - Email
- Languages spoken



**Advanced Access
Questionnaire**

Fax

To: Access and Availability Unit **From:**
Fax: (833) 233-8062 **Pages:** 1
Re: Advanced Access Questionnaire **CC:**

Urgent For review Please comment Please reply

Definition: Advanced access, also called open access, is defined as a method of same-day appointment scheduling in which members can receive an appointment slot on the same day as the member calls their primary care physician (PCP).

Let us know if your practice has implemented advanced access scheduling. Complete the information below and fax it back within 30 days to 1-833-233-8062.

Do you have advanced access appointment scheduling in this location?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you marked "Yes" above, indicate applicable line of business (check all that apply):	<input type="checkbox"/> Medi-Cal <input type="checkbox"/> HMO <input type="checkbox"/> PPO/EPO <input type="checkbox"/> Medicare <input type="checkbox"/> Other

PCP name: _____

National Provider Identifier (NPI): _____

Address: _____

Telephone number: _____

Email address: _____

Languages spoken at this office: _____

Thank you.