



### 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.

#### Let us know if you offer advanced access to patients

Please fill out the attached Advanced Access Ouestionnaire. 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:
- Languages spoken
- Telephone number
- Fax number
- Email





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

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## Advanced Access Questionnaire

# Fax

Thank you.

To: Access and Availability Unit		From	From:	
Fax: (833) 233-8062		Pages	Pages: 1	
Re: Advanced Access Questionnaire		e CC:		
☐ Urgent ☐ Fo	or review I	□ Please co	omment	
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?			□ Yes □ No	
If you marked "Yes" above, indicate applicabline of business (check all that apply):			□ Medi-Cal □ HMO □ PPO/EPO □ Medicare □ Other	
PCP name:				
National Provider Identifier (NPI):				
Address:				
Telephone number:				
Email address:				
Languages spoken at this office:				

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FLY030159EH00 (9/19)