

# 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.
- Enhanced continuity of care.
- Increased patient, staff and provider satisfaction.
- 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](mailto: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

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# 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 all members can receive an appointment slot on the same day as the members' call to 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.