

# Improve Your Access and Availability

## JOIN US ON AUGUST 2, 6 OR 7, 2019!

Learn about access and availability requirements. Get tips on how you can help your organization and providers meet performance goals. Benefit from value-based programs in the process.

*Please attend one of the webinars* for insight on ways to improve member satisfaction and survey outcomes.



#### Webinar topics

- Overview of regulations on access and availability
- Annual monitoring and reporting for the provider appointment availability and after-hours surveys, telephone access surveys, Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) member satisfaction survey, etc.
- Resources available to help meet your needs



#### Presented by

Access and Availability Unit, Provider Network Operations, Health Net\*



#### Who should attend

- Providers, office managers and provider office staff members
- Participating physician group (PPG) provider network administrators and PPG provider relations staff



#### Date and time

Friday, August 2, 2019, 12:00 p.m. to 1:00 p.m., Pacific time (1 hour) www.HealthNet.com/TimelyAccess-1

**Tuesday, August 6, 2019, 8:00 a.m. to 9:00 a.m.,** Pacific time (1 hour) www.HealthNet.com/TimelyAccess-2

Wednesday, August 7, 2019, 3:00 p.m. to 4:00 p.m., Pacific time (1 hour) www.HealthNet.com/TimelyAccess-3

### **Questions?**

Email the Access and Availability Team at

Access.Availability.PNM@healthnet.com



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19-556/FLY032626EH00 (7/19)