

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®) 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