



Get Ready for the 2019 Provider Appointment Availability and After-Hours Access Surveys

Surveys start in late September through December 2019

To prepare for the surveys, please verify that appointment availability and after-hours requirements are being met by calling your office to ensure the following standards and instructions are being communicated.

For providers who offer walk-in or same-day appointments, be sure to indicate this on the survey.

Appointment type	Access standard
Urgent care	
Urgent care appointment with PCP	Within 48 hours of request
Urgent care appointment with SCP (prior approval needed)	Within 96 hours of request
Urgent care appointment with non-physician mental health provider	Within 48 hours of request
Appointment type	Access standard
Non-urgent appointments	
Non-urgent care appointment with PCP	Within 10 business days of request
Non-urgent care appointment with SCP	Within 15 business days of request
Non-urgent care appointment with non-physician mental health provider	Within 10 business days of request
Appointment for ancillary services	Within 15 business days of request
First prenatal visit ¹	Within 10 business days of request
Well-child visit ¹	Within 10 business days of request
Physical/Wellness check ¹	Within 30 calendar days of request

¹Applies to Medi-Cal only.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188

provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761

provider.healthnet.com

IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@

healthnet.com

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After-hours access	Access standard
After-hours physician availability	Within 30 minutes of call
After-hours emergency room (ER) instruction	Appropriate emergency instructions

Survey methodology

The Department of Managed Health Care (DMHC) has issued a survey methodology that states how the Provider Appointment and Availability Survey will be conducted. Surveys will be initiated via email or fax. An email or fax invitation will be sent to providers asking them to complete the survey via an online link. Providers will have five business days to respond to the email or fax surveys.

A telephone survey will be conducted if:

- A provider does not respond to the survey after five business days.
- A provider's email address or fax number is not in the system.

Purpose of the surveys, and impact of not meeting standards

Health Net* conducts its annual primary care physician (PCP) and specialist appointment availability and after-hours access surveys to find out how effective our network is to meet the needs and preferences of members.

Providers are subject to a corrective action plan (CAP) and possibly impact network participation if they fail to meet timely appointment and after-hours access standards. Providers can work with their participating physician group (PPG), independent practice association (IPA) or Health Net if they have questions or concerns about their ability to meet these standards. Providers may contact Health Net via email at DMHC_AccessIP@healthnet.com.

Additional information

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column on page 1.