

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.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com

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
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	Within 10 business days of request
Well-child visit	Within 10 business days of request
Physical/Wellness check	Within 30 calendar days of request
After-hours access	
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*, on behalf of CalViva Health, 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 CVH-CAP@Healthnet.com.

Additional information

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.