

# PROVIDER *Update*



NEWS & ANNOUNCEMENTS

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5 PAGES

## 2020 Provider Appointment Availability and After-Hours Access Survey Results

### See how results compared to the previous year

The 2020 annual Provider Appointment Availability Survey (PAAS) and Provider After-Hours Access Survey (PAHAS) results are in. The results are from a random sample of participating primary care physicians (PCPs), specialty care providers (SCPs), ancillary providers, and non-physician mental health providers (NPMH) surveyed from August 2020 through December 2020.

The surveys comply with timely access regulations issued by the Department of Managed Health Care (DMHC) and the Department of Health Care Services (DHCS) access requirements. The survey results are used to monitor provider compliance with timely appointment availability and after-hours access standards, and evaluate the effectiveness of the network to meet the needs and preferences of Health Net\* members.

Failure to meet one or more timely appointment and after-hours access standards, as indicated, will result in a corrective action plan (CAP).

### 2020 Provider Appointment Availability Survey results

Availability and access requirements are designed to ensure that health care appointments are provided to patients in a timely manner appropriate for the nature of the patient's condition and consistent with good professional practice.

The results of the 2020 PAAS survey for DMHC and DHCS appointment access standards reflect a need for improvement in several areas. The following appointment access metrics did not meet the performance goal of 80%:

- Urgent care appointment with PCP within 48 hours.
- Urgent care appointment with a specialist within 96 hours.
- Non-urgent care appointment with a specialist within 15 business days.

Refer to tables on pages 2-4 for the overall results and by county.

#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### LINES OF BUSINESS:

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

#### PROVIDER SERVICES

800-675-6110  
provider.healthnet.com

#### PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

#### Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At [provider.healthnet.com](https://provider.healthnet.com) > [COVID-19 Updates](#) > [Health Net Alerts](#), you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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**Measurement year (MY) 2020 – MY 2019 Medi-Cal provider appointment availability results – overall**

Access measure	Appointment standard (wait time)	Performance goal	MY 2020 rate (%)	MY 2019 rate (%)
<b>PCPs and specialists</b>				
Urgent care appointment with PCP	48 hours	80%	58↓	73
Urgent care appointment with specialist that requires prior authorization	96 hours		57	58
Non-urgent appointment with PCP	10 business days		94	91
Non-urgent appointment with specialist	15 business days		84↑	80
Preventive health or well-child appointment with PCP	10 business days		84	85
Physical exam/wellness check appointment with PCP	30 calendar days		94	93
Initial prenatal appointment with PCP	2 weeks		95	92
Initial prenatal appointment with specialist	2 weeks		86	84
<b>Ancillary providers</b>				
Non-urgent ancillary appointment for magnetic resonance imaging (MRI), mammogram, physical therapy	15 business days	80%	99	97
<b>PCP and specialists combined – overall results</b>				
Urgent care appointment	PCP within 48 hours Specialist within 96 hours	80%	58	65
Non-urgent appointment	PCP within 10 business days Specialist within 15 business days		89	85
Initial prenatal appointment	2 weeks		93	90
<b>Behavioral health providers</b>				
Urgent care appointment with psychiatrist	96 hours	90%	50	54
Non-urgent appointment with psychiatrist	15 business days		86	78
Urgent care appointment with non-physician mental health provider (NPMH)	96 hours		69	66
Non-urgent appointment with NPMH provider	10 business days		87	77

↑↓ Statistically significant difference between MY 2020 vs MY 2019.

**MY 2020 – MY 2019 Medi-Cal provider appointment availability results – by county**

Standards	County													
	Kern		Los Angeles		Sacramento		San Diego		San Joaquin		Stanislaus		Tulare	
	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)
<b>PCPs and specialists</b>														
Urgent Care Visit with PCP within 48 hours	51	64	58	75	56	55	73	77	42	68	56	58	56	78
Urgent Care Visit with Specialist That Requires Prior Authorization within 96 hours	40	42	62	63	43	51	56	48	60	57	60	63	55	54
Non-urgent Appointment with PCP within 10 business days	84	85	94	93	96	78	98	93	87	84	92	77	96	95
Non-urgent Appointment with specialist within 15 business days	80	74	87	84	79	71	80	71	86	80	79	76	80	73
Well-Child Visit with PCP within 10 business days	76	69	85	89	87	76	91	87	81	78	67	62	92	91
Physician Exam/Wellness Checks with PCP within 30 calendar days	92	81	95	96	98	86	95	92	100	89	82	80	95	95
Initial Prenatal Visit with PCP within 2 weeks	96	78	94	96	88	79	98	89	100	76	89	91	98	91
Initial Prenatal Visit with SCP within 2 weeks	88	64	90	90	67	70	100	91	83	50	33	78	86	100

## 2020 Medi-Cal after-hours access survey results

Overall results for MY 2020 PAHAS indicate only the After-Hours Emergency Instructions metric met the 90% performance goal. The Contact on-call physician after hours (for urgent issues) metric was not met. There is a statistically significant decrease in the performance score compared to MY 2019. The following tables display the after-hours results overall and by county.

### MY 2020 – MY 2019 Medi-Cal provider after-hours availability results – overall

Access measure	Appointment standard (wait time)	Performance goal	MY 2020 rate (%)	MY 2019 rate (%)
After-hours emergency instructions	Appropriate instructions for emergency issues	90%	91	96
Contact on-call physician after hours (for urgent issues)	Callback within 30 minutes		75	92

### MY 2020 – MY 2019 Medi-Cal provider after-hours availability results – by county

Standards	County													
	Kern		Los Angeles		Sacramento		San Diego		San Joaquin		Stanislaus		Tulare	
	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)	2020 rate (%)	2019 rate (%)
Appropriate after-hours emergency instructions	100	91	92	97	83	84	94	95	96	80	92	98	83	98
Ability to contact physician after-hours within 30 minutes	75	100	77	93	59	94	70	90	63	38	83	75	78	97

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## Corrective action plan (CAP)

DMHC regulations (28 CCR §1300.67.2.2(d)(3)) require that health plans investigate and request corrective action when timely access to care standards are not met. To comply with these requirements and meet the plan's compliance requirements as delineated by Health Net's Accessibility of Providers and Practitioners policy, a CAP will be issued to contracted participating physician groups (PPGs) and provider offices who fail any of the urgent or non-urgent metrics.

PPGs and providers who receive a CAP are required to:

- Submit a written improvement plan (IP) within 30 calendar days, including the actions taken to correct each deficiency.
- Attend an online provider training webinar, hosted online by Health Net, as part of their IP.
- Upon review of IP, Health Net may require additional information to validate that corrective action steps were taken.

Providers with questions or concerns regarding their ability to meet these standards may contact Health Net by email at [DMHC\\_AccessIP@healthnet.com](mailto:DMHC_AccessIP@healthnet.com).

### Improve Health Outcomes: A Guide for Providers toolkit

Included with the CAP packets is the *Improve Health Outcomes: A Guide for Providers* toolkit. The toolkit includes information, support tools and resources that focus on drivers of patient satisfaction:

- Health Care Performance Measurement Systems.
- Quality Improvement Activities.
- Timely Appointment Access.
- Advance Access.

The toolkit is available online at [provider.healthnet.com](http://provider.healthnet.com), under Provider Quality Improvement, select *Quality Improvement*, the *Improve Health Outcomes: A Guide for Providers – Health Net Statewide (all LOBs) (PDF)* under Provider Resources.

## Maintaining access standards

The goal of reasonable access to care is essential for member safety and is monitored annually. Take the below actions to ensure your office meets standards:

- Review current office scheduling practices and after-hours protocol periodically to make sure they are accurate and meet current guidelines.
- Include the appointment access standards and after-hours procedures and scripts in the orientation for new staff, office staff and answering service staff.
- Test office appointment scheduling and after-hours practices by scheduling self-audits or secret shopper calls. This allows offices to verify appointment standards are being met and after-hours outbound messaging is appropriate and take steps to correct any issues identified.

For help in complying with appointment access standards, refer to the resources online in the Provider Library at [providerlibrary.healthnetcalifornia.com](http://providerlibrary.healthnetcalifornia.com). You can also find after-hours script templates in the Provider Library. The scripts are available in a variety of languages.

## Additional information

If you have questions regarding the information contained in this update, you may contact the Access and Availability Unit by email at [DMHCAccess\\_IP@healthnet.com](mailto:DMHCAccess_IP@healthnet.com) or Health Net Medi-Cal Provider Services at 800-675-6110.