

Learn the Facts about PARS

CHECK OUT HOW THE PARS ASSESSMENT CAN HELP IMPROVE PATIENT EXPERIENCE

Due to barriers, individuals with disabilities are less likely to get routine preventive medical care than people without disabilities. A Physical Accessibility Review Survey (PARS)¹ is a physical evaluation of a service site that provides care to Medi-Cal members who are seniors and persons with disabilities (SPD).



How the PARS survey can help support access to care for members

- The survey checks the physical accessibility of provider sites, such as primary care physicians (PCPs), specialists, ancillary service providers, and community-based adult service (CBAS) centers that serve SPD members.
- The survey shares findings with Health Net* and CalViva Health to add to their member website and directory.
- It allows Medi-Cal members with disabilities to use the directory to select providers that meet their specific accessibility needs.

Department of Health Care Services (DHCS) requirements

- Health plans to check physical accessibility for PCP offices, high-volume specialists, ancillary providers, CBAS centers, and hospitals every three years.
- Health plans use the DHCS standardized tool to complete the survey.
- Health plans add PARS details to the Health Net and CalViva Health websites and provider directories.

(continued)



You are advised on how your site can be more accessible to meet minimum federal and state disability access standards

PARS results for physical accessibility to your site are shared with you to show that patients can or can't:

- Get to the medical office (external access).
- Enter the building/exam room and get through the offices (internal access).
- Obtain medical care for people with accessibility needs.
- Use facilities, such as patient operated buttons or restrooms.



What if basic access levels are not met?

Basic access features that are missing or incomplete are recorded on PARS.

- Suggestions are shared with the provider.
- If changes are made, the facility can be reassessed within the three-year cycle.

More information about access levels can be found in the DHCS Medi-Cal Managed Care Division (MMCD) policy letters or all plan letter listed below, which are on the DHCS website at www.dhcs.ca.gov:

- MMCD Policy Letter 12-006
- MMCD Policy Letter 14-005
- All Plan Letter 15-023



Questions?

Contact **Tanya Demirjian** by email at **Tanya.X.Demirjian@Healthnet.com** or by phone at **818-676-8223**.

Or

Contact **CalViva Health** at **888-893-1569**.

PARS checks physical accessibility for members with disabilities to:

- ✓ Exterior buildings.
- ✓ Interior building access, such as elevators.
- ✓ Parking.
- ✓ Restrooms.
- ✓ Exam rooms.

In addition, access to medical equipment, such as height-adjustable exam tables and weight scales, is also included in the survey.

¹The PARS assessment is not equivalent to, nor does it take the place of, a full ADA audit or its requirements.

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