

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* 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 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

- 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 the Health Net Medi-Cal Provider Services Center within 60 days at:

Cal MediConnect:

- Los Angeles County 855-464-3571
- San Diego County 855-464-3572

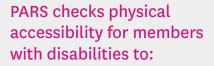
Medi-Cal: 800-675-6110

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

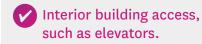
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recorded on PARS.



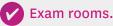








Restrooms.



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