

# 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)<sup>1</sup> 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 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](http://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](mailto: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

**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.**

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

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