

Improve Your Access and Availability

NO-COST WEBINARS! STAY UP TO DATE ON REQUIREMENTS AND BEST PRACTICES

Learn about access and availability requirements. Get tips on how to meet performance goals.

Register to attend one of the webinars for insight on ways to improve member satisfaction and survey outcomes. Refer to the Access Standards included to ensure you meet requirements.



Webinar topics

- Overview of regulations on access and availability.
- Annual monitoring and reporting for the:
 - Provider Appointment Availability Survey.
 - Provider After-Hours Survey.
 - Timely Access Monitoring Survey.
- Resources to help meet your needs.



Presented by

Access and Availability Unit and Provider Network Operations.



Who should attend

- Providers, office managers and provider office staff members.
- Participating physician group (PPG) provider network administrators and PPG provider relations staff.



Date, time and registration links

Noon to 1 p.m. on these dates for November 2022:

November 2, 2022 November 9, 2022
 November 16, 2022 November 30, 2022

Register today at: https://centene.zoom.us/webinar/register/WN_AuffpjQ7QhSQx9h_iqL1Lw

Noon to 1 p.m. on these dates for December 2022:

December 7, 2022 December 14, 2022
 December 28, 2022

Register today at: https://centene.zoom.us/webinar/register/WN_HlAt7yUzQQ-ww0hPCNv5Og



Questions?

Email the Access and Availability Team at Access.Availability.PNM@healthnet.com.

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Access Standards

Appointments	
Appointment type	Access standard
Urgent care	
Urgent care appointment with primary care physician (PCP).	Within 48 hours of request.
Urgent care appointment with specialist (prior approval needed).	Within 96 hours of request.
Non-urgent appointments	
Non-urgent care appointment with PCP.	Within 10 business days of request.
Non-urgent care appointment with specialist.	Within 15 business days of request.
Appointment for ancillary services.	Within 15 business days of request.
First prenatal visit ¹ .	Within two weeks of request.
Well-child visit ² .	Within 10 business days of request.
Preventive health check-up ² .	Within 30 calendar days of request.
Behavioral health appointments	
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (psychiatrist) that does not require prior authorization.	Within 48 hours of request.
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (psychiatrist) that requires prior authorization.	Within 96 hours of request.
Non-urgent care appointment with non-physician behavioral health care provider.	Within 10 business days of request.
Non-urgent appointment with behavioral health care physician (psychiatrist).	Within 15 business days of request.
Non-urgent care follow-up appointment with non-physician mental health care provider ³ .	Within 10 business days of request.
After-hours	
After-hours access	Access standard
After-hours physician availability.	Call back within 30 minutes of call.
After-hours emergency room instruction.	Appropriate emergency instructions.
Provider office phone	
The survey evaluates provider compliance with the phone access standards as set forth by DHCS.	
Phone access	Access standard
Answer member calls (can be live or recorded).	Within 60 seconds.
Return member calls for non-urgent issues.	Within one business day.
In-office wait time	
Access	Access standard
In-office wait time for scheduled appointments (PCP and specialists).	Not to exceed 30 minutes.



¹First-Prenatal Visits standards are specific to DHCS regulations.

²Health plan standard. Appointment scheduled through the provider for a preventive checkup will be dependent on the type of service, and a provider may recommend a different schedule depending on the need.

³APL 22-007 Monitoring and Annual Reporting Changes due to SB 221, AB 457 and Amendments to Rule 1300.672.2.