

# Improve Your Access and Availability Webinar

**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.

## Questions?

Email the Access and Availability Team at [Access.Availability.PNM@healthnet.com](mailto:Access.Availability.PNM@healthnet.com).



## Who should attend

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



## Dates, times and registration link

**From 12 Noon to 1 p.m. on these dates:**

Sept 13, 2023

Sept 27, 2023

Oct 11, 2023

Oct 25, 2023

**Register today at: [bit.ly/3YzJjOZ](https://bit.ly/3YzJjOZ)**

*(continued)*

## Access Standards

Appointments	
Appointment type	Access standard
<b>Urgent care</b>	
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.
<b>Non-urgent appointments</b>	
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 <sup>1</sup> .	Within two weeks of request.
Well-child visit <sup>2</sup> .	Within 10 business days of request.
Preventative health check-up <sup>2</sup> .	Within 30 business days of request.
<b>Behavioral health appointments</b>	
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (psychiatrist) that does not require prior authorization.	Within 48 business 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 business 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 <sup>3</sup> .	Within 10 business days of request.
<b>After-hours</b>	
After-hours access	Access standard
After-hours physician availability.	Call back within 30 minutes of call.
After-hours emergency room instruction.	Appropriate emergency instructions.
<b>Provider office phone</b>	
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.
<b>In-office wait time</b>	
Access	Access standard
In-office wait time for scheduled appointments (PCP and specialists).	Not to exceed 30 minutes.



<sup>1</sup>First-Prenatal Visits standards are specific to DHCS regulations.

<sup>2</sup>Health 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.

<sup>3</sup>APL 22-007 Monitoring and Annual Reporting Changes due to SB 221, AB 457 and Amendments to Rule 1300.67.2.2.

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