

# PROVIDER Update



NEWS & ANNOUNCEMENTS | SEPTEMBER 19, 2024 | UPDATE 24-853m | 9 PAGES

## 2023 Provider Appointment Availability and After-Hours Access Survey Results

### See how results compared to the previous year

The 2023 annual Provider Appointment Availability Survey (PAAS) and Provider After-Hours Access Survey (PAHAS) results are in. The Department of Managed Health Care (DMHC) PAAS results are from a census of participating primary care physicians (PCPs), specialty care providers (SCPs), ancillary providers, and non-physician mental health providers (NPMH). A separate PCP and specialist CalViva Health PAAS were administered to a random sample of CalViva Health providers to improve monitoring. Both surveys were done from August 2023 through December 2023.

The surveys comply with the DMHC's and the Department of Health Care Services' (DHCS) access requirements. The results are used to monitor physician and other provider compliance with timely access and after-hours regulations, and to evaluate the effectiveness of the network to meet the needs and preferences of CalViva Health members.

Failure to meet one or more timely appointment and after-hours access standards, as indicated, will result in a corrective action plan (CAP).

### 2023 Provider Appointment Availability Survey results

Availability and access requirements are designed to ensure that health care appointments are provided to patients in a timely manner appropriate for the nature of the patient's condition and consistent with good professional practice.

The results of the 2023 PAAS survey for DMHC and the DHCS appointment access standards indicated that the Plan met all standards with the exception of the following:

- Urgent care appointment with a psychiatrist.
- Non-urgent care appointment with a psychiatrist.
- Urgent care appointment with a specialist -- that requires prior authorization -- within 96 hours.
- Non-urgent appointment with specialist within 15 business days.

Refer to tables on pages 4–9 for the overall results and by county.

#### THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Ancillary Providers
- Behavioral Health Providers

#### PROVIDER SERVICES

**CalViva Health Medi-Cal (including ECM and CS providers) –**  
888-893-1569

**Behavioral health providers –**  
844-966-0298

#### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

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## Corrective Action Plan (CAP)

DMHC regulations (CCR T28 §1300.67.2.2(d)(3)) require health plans to investigate and request corrective action when timely access to care standards are not met. A CAP will be issued to contracted PPGs and provider offices who fail any of the urgent or non-urgent metrics.

PPGs and physicians or other providers who receive a CAP are required to:

- Submit a written improvement plan (IP) within 30 calendar days and include the actions taken to correct each deficiency.
- Provide a PPG attestation for: 1.) not meeting Access to Care Standards for appointment availability and/or for after-hours and 2.) having notified the providers of the survey results.
- Provide additional information if, upon review of the IP, Health Net\*, on behalf of CalViva Health, requires it to validate that corrective action steps were taken.
- Attend an online provider training webinar, hosted online by Health Net\*, on behalf of CalViva Health, as part of their IP.

Please contact Health Net via email at CVH-CAP@healthnet.com, if you have questions or concerns about meeting these standards.

## Improve Health Outcomes: A Guide for Providers toolkit

Included with the CAP packets is the *Improve Health Outcomes: A Guide for Providers* toolkit. The toolkit includes information, support tools and resources that focus on drivers of patient satisfaction:

- Health Care Performance Measurement Systems.
- QI Activities.
- Timely Appointment Access.
- Advance Access.

The toolkit is available online at [provider.healthnet.com](http://provider.healthnet.com). Under Provider Quality Improvement, select *Quality Improvement*, the *Improve Health Outcomes: A Guide for Providers – CalViva Health* (PDF) under Provider Resources.

## Maintaining access standards

Reminder – The measurement year 2024 Provider Appointment Availability Survey (PAAS) and After-Hours survey is currently underway. You will get an email or fax invitation asking you to complete the survey via an online link. Please respond within five business days to the email or fax surveys. A phone survey will be conducted if:

- A physician or other provider does not respond to the survey after five business days.
- A physician or other provider's email address or fax number is not in the system.
- Please note that the DMHC acknowledges telehealth as a next available appointment.

The goal of reasonable access to care is essential for member safety and is monitored annually. Take the below actions to ensure your office meets standards:

- Review current office scheduling practices and after-hours protocol periodically to make sure they are accurate and meet current guidelines.
- Include the appointment access standards and after-hours procedures and scripts in the orientation for new staff, office staff and answering service staff.

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- Test office appointment scheduling and after-hours practices by scheduling self-audits or secret shopper calls. This allows offices to verify that appointment standards are being met and after-hours outbound messaging is appropriate, and to take steps to correct any issues identified.

For help in complying with appointment access standards, refer to the resources online in the Provider Library at [providerlibrary.healthnetcalifornia.com](https://providerlibrary.healthnetcalifornia.com). You can also find after-hours script templates in the Provider Library. The scripts are available in English, Spanish and Hmong.

### **Additional information**

Providers are encouraged to access the provider portal at [provider.healthnetcalifornia.com](https://provider.healthnetcalifornia.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 888-893-1569.

**Measurement year (MY) 2023 vs. MY 2022 Medi-Cal provider appointment availability results – overall**

Access measure	Appointment standard (wait time)	Performance goal	MY 2023 rate (%)	MY 2022 rate (%)
<b>PCPs and specialists</b>				
Urgent care appointment with PCP	48 hours	70%	78.8↑	49.0
Urgent care appointment with specialist	96 hours		56.8↑	37.6
Non-urgent appointment with PCP	10 business days		85.3↑	74.4
Non-urgent appointment with specialist	15 business days		61.8	56.1
Preventive or well-child appointment with PCP <sup>1</sup>	2 weeks		83.9↑	61.8
Physical exam/wellness check appointment with PCP <sup>1</sup>	30 calendar days		91.1↑	80.3
Initial prenatal appointment with PCP <sup>1</sup>	2 weeks		83.1↑	72.6
Initial prenatal appointment with specialist <sup>1</sup>	2 weeks		85.0	67.4
<b>Ancillary providers</b>				
Non-urgent ancillary appointment for magnetic resonance imaging (MRI), mammogram, physical therapy	15 business days	70%	89.4%	89.5
<b>Behavioral health providers</b>				
Urgent care appointment with psychiatrist	96 hours	70%	60.0	33.3
Non-urgent appointment with psychiatrist	15 business days		54.5	47.4
Urgent care appointment with non-physician mental health provider (NPMH)	96 hours		80.6↑	47.4
Non-urgent appointment with NPMH provider	10 business days		83.3↑	73.4
Non-urgent follow up appointment within 10 business days of request (NPMH)	10 business days	80%	81.3	N/A

↑↓ Statistically significant difference between MY 2023 vs MY 2022, p < 0.05

N/A – No available responses.

<sup>1</sup> First-prenatal visits standards, well-child and wellness visits are health plan standards. 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.

**MY 2023 vs. MY 2022 Medi-Cal provider appointment availability results – by county**

Access measure	Appointment standard (wait time)	Performance goal	Fresno (including Tulare)		Kings		Madera		Telehealth	
			MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2021 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)
<b>PCPs and specialists</b>										
<b>Urgent care appointment with PCP</b>	48 hours	70%	79.7↑	50.2	80.0	62.7	80.0	60.0	N/A	42.2
<b>Urgent care appointment with specialist</b>	96 hours		55.3↑	39.3	41.2	47.1	61.1↑	32.3	N/A	34.6
<b>Non-urgent appointment with PCP</b>	10 business days		89.5↑	76.8	87.0	77.2	78.7	73.2	N/A	70.3
<b>Non-urgent appointment with specialist</b>	15 business days		64.8	60.1	52.6↓	82.4	62.5	48.6	N/A	42.9
<b>Preventive health or well-child appointment with PCP<sup>1</sup></b>	2 weeks		87.5↑	62.9	70.6	69.8	91.4↑	68.6	N/A	56.7
<b>Physical exam/wellness check appointment with PCP<sup>1</sup></b>	30 calendar days		92.3↑	81.7	85.3	84.6	94.1	84.8	N/A	76.0
<b>Initial prenatal appointment with PCP<sup>1</sup></b>	2 weeks		80.5	71.9	75.0	82.1	100.0	90.0	N/A	66.7
<b>Initial prenatal appointment with specialist<sup>1</sup></b>	2 weeks		83.3	63.9	66.7**	100.0**	100.0	N/A	N/A	N/A

↑↓ Statistically significant difference between MY 2023 PAAS vs MY 2022 PAAS (p < 0.05)

N/A - No available responses.

\*\* Denominator less than 10. Rates should be interpreted with caution due to the small denominator.

<sup>1</sup> First-prenatal visits standards, well-child and wellness visits are health plan standards. 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.

MY 2023 vs. MY 2022 Medi-Cal provider appointment availability results – by county, *continued*

Access measure	Appointment standard (wait time)	Performance goal	Fresno (including Tulare)		Kings		Madera		Telehealth	
			MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)
<b>Behavioral health providers</b>										
<b>Urgent care appointment with psychiatrist</b>	96 hours	70%	57.1**	38.5	N/A	0.0	N/A	N/A	66.7**	25.0**
<b>Non-urgent appointment with psychiatrist</b>	15 business days		50.0**	50.0	N/A	0.0	N/A	N/A	66.7**	50.0**
<b>Urgent care appointment with NPMH</b>	96 hours		78.7	50.0	87.5**	33.3**	83.3	75.0	87.5	37.8
<b>Non-urgent appointment with NPMH provider</b>	10 business days		81.1	77.1	77.8**	66.7	92.3	100.0	94.4	60.5
<b>Non-urgent follow-up appointment with NPMH provider</b>	10 business days	80%	80.8	N/A	66.7	N/A	78.6	N/A	94.4	N/A

N/A – No available responses.

\*\* Denominator less than 10. Rates should be interpreted with caution due to the small denominator.

## 2023 After-hours Access survey results

The performance goal of 90% for *After-Hours Emergency Instructions* was met in all three CalViva counties. However, Kings County saw slight decreases compared to MY 2022. Statistically significant decreases were also noted in Fresno and Kings Counties for the *Ability to contact an on-call physician after hours*. Overall, in MY 2023, *After-Hours Emergency Instructions* met the performance goal while the *Ability to contact an on-call physician after hours* did not.

### MY 2023 vs. MY 2022 Medi-Cal provider after-hours availability results – overall

Access measure	Standards	Performance goal	MY 2023 rate (%)	MY 2022 rate (%)
After-hours emergency instructions	Appropriate instructions for emergency issues	90%	98.4	98.3
Contact on-call physician after hours (for urgent issues)	Callback within 30 minutes		85.9	91.6

### MY 2023 vs. MY 2022 Medi-Cal provider after-hours availability results – by county

Access measure	Standards	Performance goal	Fresno		Kings		Madera	
			MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)
After-hours emergency instructions	Appropriate instructions for emergency issues	90%	98.2	97.8	98.5	100.0	100.0	100.0
Ability to contact on-call physician after hours	Callback within 30 minutes	90%	84.5↓	90.1	83.1↓	94.3	100.0	100.0

↑↓ Statistically significant difference between MY 2023 PAAS vs MY 2022 PAAS (p < 0.05)

**MY 2023 vs. MY 2022 Telephone Access survey**

To monitor telephone access, the Medi-Cal Telephone Access Survey was administered in 2023. A random sample of PCPs were selected and contacted to assess performance for two metrics: (1) Appropriate answer time: percent provider offices were able to answer phone calls within 60 seconds, and (2) ability to call back members back for non-urgent issues within one business day. All counties (Fresno, Kings, and Madera) met and exceeded the performance goal of 90% for *Telephone Answer Time*. For *Provider Call-back for non-urgent issues during normal business hours*, Fresno and Kings Counties show a decrease, non-passing rate compared to MY 2022.

Access measure	Standards	Performance goal	MY 2023 rate (%)	MY 2022 rate (%)
Telephone answer time	Within 60 seconds	90%	99.6	99.0
Provider call-back for non-urgent issues during normal business hours	Within one business day		63.6	87.0

**MY 2023 vs. MY 2022 Medi-Cal Telephone Access survey results – by county**

Access measure	Standards	Performance goal	Fresno		Kings		Madera	
			MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)	MY 2023 rate (%)	MY 2022 rate (%)
Telephone answer time	Within 60 seconds	90%	99.5	100.0	100.0	100.0	100.0	92.0
Provider call-back for non-urgent issues during normal business hours	Within one business day	90%	58.8	86.0	64.7	87.0	100.0	88.0

### MY 2023 Member In-Office Wait Time

In 2023, the plan monitored members' in-office wait time during an appointment at the PCP and Specialists offices through a provider survey. The standard for this Access survey is for members' wait time to not exceed 30 minutes upon arrival when waiting for a scheduled appointment. Since this is the first year that this survey was conducted, a year-over-year comparison cannot be made. Survey results for both PCPs and Specialists exceeded the plan's performance goal of 70%.

Access measure	Standards	Performance goal	MY 2023 rate (%)
In-office wait time at PCPs' office	Wait time upon arrival after set appointment time not to exceed 30 minutes	70%	84.2
In-office wait time at specialists' office	Wait time upon arrival after set appointment time not to exceed 30 minutes		78.9

### MY 2023 Provider In-Office Wait Time Survey Results – by County

Access measure	Standards	Performance goal	Fresno (including Tulare)	Kings	Madera
			MY 2023 rate (%)	MY 2023 rate (%)	MY 2023 rate (%)
In-office wait time at PCPs' office	Wait time upon arrival after set appointment time not to exceed 30 minutes	70%	89.8	88.2	85.7
In-office wait time survey at specialists' office	Wait time upon arrival after set appointment time not to exceed 30 minutes	70%	80.0	37.5	100.0