

PROVIDER Update



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2024 Provider Access Survey Results

Tracking year-over-year performance in timely appointments and after-hours care

The results of the 2024 Provider Appointment Availability Survey (PAAS) and Provider After-Hours Access Survey are now available. These annual surveys, conducted between September and December 2024, assess how well providers meet state standards for timely access to care and after-hours services.

Survey results include data collected by the Department of Managed Health Care (DMHC) for participating primary care physicians (PCPs), specialty care providers (SCPs), ancillary providers, and non-physician mental health providers (NPMH).

Important: These surveys fulfill regulatory requirements from both the DMHC and the Department of Health Care Services (DHCS). Providers who fall short of access standards are required to submit a corrective action plan (CAP).

2024 Provider Appointment Availability Survey results

Appointment access rules help ensure patients get care quickly. Care should match the urgency of the condition and follow good medical practice.

The 2024 PAAS survey results show that some areas need improvement. Several appointment access standards from DMHC and DHCS **did not meet** the performance goal as indicated:

- **HMO (DMHC-regulated) results = 70%**
 - Urgent care appointment with a PCP within 48 hours.
 - Urgent care appointment with a specialist within 96 hours.
 - Non-urgent appointment with a PCP within 10 business days.
 - Urgent care appointment with psychiatrist, that requires prior authorization, within 96 hours.
 - Contact on-call physician after hours (for urgent issues) – callback within 30 minutes.

THIS UPDATE APPLIES TO:

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

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter PPO
- Employer Group
 - HMO/POS
 - PPO
- Wellcare By Health Net
 - Medicare Advantage (HMO)

PROVIDER SERVICES

provider_services@healthnet.com

Ambetter from Health Net IFP
Ambetter HMO – 888-926-2164

Ambetter from Health Net IFP
Ambetter PPO – 844-463-8188

Health Net Employer Group
HMO, POS & PPO – 800-641-7761

Medicare (individual & employer group)
(Wellcare By Health Net) – 800-929-9224

Medicare Supplement – 800-641-7761

PROVIDER PORTAL

provider.healthnetcalifornia.com

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- **PPO results = 70%**

- Urgent care appointment with PCP within 48 hours.
- Urgent care appointment with a specialist within 96 hours.
- Contact on-call physician after hours (for urgent issues) – callback within 30 minutes.

- **Medicare Advantage (Centers for Medicare & Medicaid Services-regulated) results = 70%**

- Urgent care appointment with a PCP within 48 hours.
- Urgent care appointment with a specialist within 96 hours.
- Urgent care appointment with psychiatrist, that requires prior authorization, within 96 hours.
- Contact on-call physician after hours (for urgent issues) – callback within 30 minutes.

Refer to the tables on pages 4-6 for the overall results.

Corrective action plan

DMHC regulations (CCR T28 §1300.67.2.2(d)(3)) require health plans to take action when timely access standards are not met. If a provider group or office fails to meet urgent or non-urgent appointment standards, they will receive a CAP. Providers who receive a CAP must:

- Submit a written improvement plan within 30 days. This plan must explain how each issue was addressed.
- Provide a signed statement confirming two things:
 - 1 They did not meet access standards.
 - 2 They informed their providers of the survey results.
- Share more details if requested by Health Net* to confirm that corrective steps were taken.
- Attend an online training webinar hosted by Health Net as part of their improvement plan.

For questions or concerns about meeting these standards, contact Health Net via email at DMHC_AccessIP@healthnet.com.

2024 Provider Appointment Availability Survey Champions

Health Net proudly recognizes the physicians and other providers who met the performance goals in the 2024 Provider Appointment Availability Survey. Their dedication to making time for patients when it is needed most reflects a strong commitment to quality care. To view the list of providers who achieved excellence in 2024, please visit Health Net’s dedicated webpage: 2024 Provider Appointment Availability Survey Champions, at https://bit.ly/PAAS_Champions.

Improve Health Outcomes: A Guide for Providers toolkit

Included with 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
- Quality Improvement Activities
- Timely Appointment Access
- Advance Access
- Prior Authorization

You can access the toolkit directly at <https://bit.ly/ImproveHealthOutcomesGuideForProviders>.

Maintaining access standards

Reminder: The 2025 PAAS and After-Hours Survey are now underway.

You will receive an email or fax with a link to complete the surveys online. Please respond within five business days. A phone survey will be done if:

- A physician or other provider does not respond within five business days.
- A physician or other provider's email address or fax number is not available.

Note: DMHC accepts telehealth as a valid next available appointment.

Timely access to care is important for member safety and is reviewed every year. To help your office meet standards:

- Review your scheduling and after-hours procedures regularly.
- Train new staff and answering service staff on access standards and scripts.
- Test your systems with self-audits or secret shopper calls to check appointment access and after-hours messaging.

For help, visit the Provider Library at providerlibrary.healthnetcalifornia.com. You can find after-hours scripts available in multiple languages.

You may not need to complete the PAAS in 2026

PCPs who qualify as Advanced Access Providers will automatically meet urgent and non-urgent appointment standards. This means they will not need to complete the PAAS survey for the next three years.

Do any of your PCPs offer same-day appointments? If so, email us at Access.Availability.PNM@healthnet.com.

Additional information

If you have questions regarding the information contained in this update, contact the Access and Availability Unit by email at DMHCAccess_IP@healthnet.com or call Health Net Provider Services at the numbers listed on the right hand side of page 1.

Measurement year (MY) 2024 and MY 2023 Provider Appointment Availability Survey results summary

Access measure	Appointment standard (wait time)	Performance goal	MY 2024 rate (%)	MY 2023 rate (%)
HMO/POS (DMHC-regulated)				
PCPs and specialists				
Urgent care appointment with PCP	Within 48 hours	70%	62.6↓	70.0
Urgent care appointment with specialist	Within 96 hours		49.3↓	59.1
Non-urgent appointment with PCP	Within 10 business days		77.0↓	79.7
Non-urgent appointment with specialist	Within 15 business days		63.5	62.5
Non-urgent ancillary appointment for magnetic resonance imaging (MRI), mammogram, physical therapy	Within 15 business days		90.7	92.9
Behavioral health providers				
Urgent care appointment with psychiatrist that requires prior authorization	Within 96 hours	70%	55.6↓	60.1
Non-urgent appointment with psychiatrist	Within 15 business days		80.0	80.7
Urgent care appointment with non-physician mental health provider (NPMH)	Within 96 hours		72.2↓	76.9
Non-urgent appointment with NPMH provider	Within 10 business days		88.6↑	85.6
Non-urgent follow-up appointment with NPMH provider	Within 10 business days	80%	88.6↑	86.0

↑↓ Statistically significant difference between MY 2024 PAAS vs MY 2023 PAAS (p < 0.05)

MY 2024 and MY 2023 Provider Appointment Availability Survey results summary, *continued*

Access measure	Appointment standard (wait time)	Performance goal	MY 2024 rate (%)	MY 2023 rate (%)
PPO				
Urgent care appointment with PCP	Within 48 hours	70%	55.1	66.6
Urgent care appointment with specialist	Within 96 hours		40.2	54.2
Non-urgent appointment with PCP	Within 10 business days		80.9	81.0
Non-urgent appointment with specialist	Within 15 business days		72.5	71.4
Non-urgent ancillary appointment for magnetic resonance imaging (MRI), mammogram, physical therapy	Within 15 business days		90.2	93.0
Medicare Advantage (CMS-regulated)				
PCPs and specialists				
Urgent care appointment with PCP	Within 48 hours	70%	53.7	61.2
Urgent care appointment with specialist	Within 96 hours		38.2	49.9
Non-urgent appointment with PCP	Within 10 business days		80.3	78.2
Non-urgent appointment with specialist	Within 15 business days		71.1	68.9
Behavioral health providers				
Urgent care appointment with psychiatrist	Within 96 hours	70%	41.1	57.8
Non-urgent appointment with psychiatrist	Within 15 business days		64.3	77.8
Urgent care appointment with non-physician mental health provider (NPMH)	Within 96 hours		68.2	74.4
Non-urgent appointment with NPMH provider	Within 10 business days		81.8	82.1
Non-urgent follow-up appointment with NPMH provider	Within 10 business days	80%	78.5	82.0

2024 Provider After-Hours Access Survey results

For the 2024 Provider After-Hours Access Survey, performance guidelines require 90% compliance for after-hours access. Overall results for 2024 survey indicate a need for improvement, especially in the “Contact on-call physician after-hours (for urgent issues)” metric. Refer to the table below for the appointment availability results overall.

MY 2024 – MY 2023 Provider After-Hours Access Survey results

Access measure	Appointment standard (wait time)	Performance goal	MY 2024 rate (%)	MY 2023 rate (%)
HMO (DMHC-regulated)				
After-hours emergency instructions	Give members clear and appropriate instructions for emergency issues	90%	92.2↓	93.9
Contact on-call physician after hours (for urgent issues)	Callback within 30 minutes		71.5↓	77.3
PPO				
After-hours emergency instructions	Give members clear and appropriate instructions for emergency issues	90%	90.2	93.1
Contact on-call physician after hours (for urgent issues)	Callback within 30 minutes		70.3	72.3
Medicare Advantage (CMS-regulated)				
After-hours emergency instructions	Give members clear and appropriate instructions for emergency issues	90%	92.0	92.8
Contact on-call physician after hours (for urgent issues)	Callback within 30 minutes		69.0	75.3

↑↓ Statistically significant difference between MY 2024 vs MY 2023 Provider After-Hours Access Survey (p < 0.05)