

# Boost Member Satisfaction: No-Cost Access & Availability Webinars



Join expert-led sessions to stay compliant, improve performance scores, and better serve members

Learn key access and availability requirements, get actionable tips to meet goals, and enhance survey outcomes.

**Register now** for one of the webinars below.



## 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 & Availability Unit and Provider Network Operations.



## 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 (all dates in 2025), times (Pacific Time) and registration link

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• August 20, at Noon</li><li>• October 1, at Noon</li><li>• October 15, at Noon</li><li>• October 29, 4 p.m.</li></ul> | <ul style="list-style-type: none"><li>• November 12, at Noon</li><li>• November 19, 4 p.m.</li><li>• December 3, at Noon</li><li>• December 17, at Noon</li></ul> |
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## Questions?

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

Register today at: <https://bit.ly/access-availability>

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## Access Standards

Refer to the Access Standards below to ensure you are meeting requirements.

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 care 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.
<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.	Within 10 business days of request.

<sup>1</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.

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## Access Standards

Appointments	
Appointment type	Access standard
After-hours	
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.	
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	
In-office wait time for scheduled appointments (PCP and specialists).	Not to exceed 30 minutes.

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