
PROVIDER BULLETIN

Annual Timely Access to Care Survey

The Department of Managed Health Care (DMHC) created a model Appointment Availability survey, which is being used by many of the health plans to measure access to care. We appreciate your time and efforts in participating in this important survey. Please note non-responsive offices will automatically be flagged non-compliant by the survey vendor.



To be compliant, wait times are expected to fall within the parameters below:

| Access Standard | |
|---------------------|----------------------|
| Type of appointment | Wait Time |
| Physical exam | 0 to 30 days |
| Non-urgent exam | 0 to 10 working days |
| Specialty consult | 0 to 15 working days |
| Urgent condition | 48 hours |

After Hours Compliance

- Include “If this is a medical emergency, please hang up and dial 911 or go to the nearest Emergency Room.”
- Include “You may expect a call back within 30 minutes” on the answering machine message.
- Educate your answering service to inform the member he or she can expect a call back within 30 minutes.
- Validate that on-call providers through the exchange are receiving and responding to calls and/or messages.
- Conduct an audit of Exchange services to ensure that required components are addressed.