

**2nd NOTIFICATION regarding Community Care Health’s (CCH) Annual Provider Appointment Availability Survey (PAAS)**

CCH engaged QMetrics to administer the annual PAAS survey. During the week of August 10th you were sent the survey (via email or fax). To date QMetrics has not received a response from your office. As a participating provider, we need your assistance!

**The survey should take no more than five (5) minutes to complete and consists of just two questions:**

*Question 1: Urgent services are for a condition, which requires prompt attention, but does not rise to the level of an emergency. When is your next available appointment date and time for urgent services?*

*Question 2: When is your next available appointment date and time for non-urgent services?*

When responding to these questions please note the appointment wait time standards are measured from the ***date of request*** for appointment. Due to COVID, we recognize many offices are offering telephonic or video appointments. Appointments conducted in this manner are acceptable when responding to the availability of the next appointment.

**If you did NOT receive the survey please email** [paassurvey@qmetrics.us](mailto:paassurvey@qmetrics.us) **to receive a copy of the survey. If you have received the survey we ask that you respond as soon as possible. As the only locally owned health plan, we strive to demonstrate to the Department of Managed Health Care (DMHC) that CCH in partnership with you, our community providers offer our members timely access to care.**

Thank you for your continued participation.