



**To our Valued Community Care Health Participating Providers:**

**NOTIFICATION: Community Care Health's Annual Provider Appointment Availability Survey**

Community Care Health (CCH) is committed to keeping you updated on compliance with the Department of Managed Health Care's (DMHC) Timely Access Regulations. The Timely Access Regulations require CCH to conduct an annual Provider Appointment Availability Survey (PAAS). Providers that receive the survey include: Primary Care Physicians, Specialists (Cardiovascular Disease, Dermatology, Endocrinology, Gastroenterology, Neurology, Oncology, Ophthalmology, Otolaryngology, Pulmonology, and Urology), Behavioral Health (Psychiatrists and Non-Physician Mental Health Providers), and Ancillary (Physical Therapy and Imaging/Mammography facilities).

CCH has once again engaged QMetrics to administer the survey. As a participating provider, we need your assistance! Please review the charts on the second page of this letter with your office staff detailing the appointment wait time standards and ensure your office complies with them and completes the survey.

**The survey process will begin on/after August 1, 2023 and consists of 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. **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.**

For further information about the Timely Access Regulations and appointment wait time standards, please visit CCH's website at <https://www.communitycarehealth.org/>, Timely Access under the "For Providers" tab.

Thank you for participating in this important survey and for your ongoing efforts to ensure timely access to care for CCH members.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Utecht", is written over a faint, larger signature.

Tom Utecht, M.D.

Chief Medical Officer, Community Care Health



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The survey will be distributed via fax or email. Providers that do not respond by the deadline will be contacted by phone to complete the survey telephonically. CCH strongly encourages you to respond to the fax or email to avoid receiving a telephone call as this will reduce the burden on your office staff.

- **Emails will come from QMetrics Surveys** <[invites@mailers.surveymonkey.com](mailto:invites@mailers.surveymonkey.com)> with the Subject Line: "A Short DMHC Required Survey."  
Each survey will have a unique link to a provider specific survey to be completed online.
- **Faxes will come from (877) 399-3439** and completed surveys should be returned to this same fax number.

As a reminder, please see the important regulatory appointment wait time standards below:

### Appointment Access Standards

Urgent Appointments	Wait Time
for services that do not need prior approval	48 hours
for services that do need prior approval	96 hours
Non-Urgent Appointments	Wait Time
Primary care appointment	10 business days
Specialist appointment (including Psychiatrists)	15 business days
Appointment with a mental health care provider (who is not a physician)	10 business days
Appointment for other services to diagnose or treat a health condition (Ancillary providers)	15 business days