

12/01/2017

2017 PROVIDER APPOINTMENT AVAILABILITY SURVEY

'Tis the season for health plan surveys!

Community Health Group needs your help. We are in the process of completing our annual provider appointment availability survey. You may receive a call from our vendor, Q-Metrics, to ask about appointment availability for urgent and non-urgent appointments. **It is extremely important that you take the time to answer their questions.** Not only does your contract with Community Health Group obligate you to provide appointment availability information to us - your participation will place you and Community Health Group in the best position to demonstrate compliance with the State's Timely Access appointment availability standards. Rates of Timely Access compliance are reported by provider or provider group and will become publicly available information.

California law requires health plans to provide timely access to care. This means that there are limits on how long members have to wait to get health care appointments and telephone advice. Health plan members have the right to appointments within the following time frames:

Urgent Appointments	Wait Time
for services that don't 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	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	15 business days