

2/15/19

2019 PHYSICIAN APPOINTMENT AVAILABILITY FOCUS STUDY BY DHCS

It is that time of year again! The Department of Health Care Services (DHCS) will be conducting an Appointment Availability Study (Timely Access Focus Study) to ensure providers are meeting appointment availability standards and service level. We realize that this can be challenging for you and your staff to answer survey questions while also managing your patient's care! We appreciate your efforts in answering their questions. We would like to demonstrate to them that you do provide timely appointments as outlined in the access standards at the bottom of this memo. One important thing to keep in mind is that rates of appointment availability are reported by provider or provider group and will become publicly available information.

The table below shows the schedule and provider specialties for each quarter:

Timely Access Survey Phases	Call Date Range	Provider Specialties
Phase 1	February 15, 2019 to March 29, 2019	Cardiologists/Interventional Cardiologists and Psychiatrists
Phase 2	May 17, 2019 to June 28, 2019	Endocrinologists and Gastroenterologists
Phase 3	August 19, 2019 to September 30, 2019	Dermatologists, Neurologists, and Pulmonologists
Phase 4	November 13, 2019 to December 31, 2019	General Surgeon, Hematologists, HIV/AIDS Specialists/Infectious Disease Specialists, Nephrologists, Oncologists, Ophthalmologists, Orthopedic Surgeons, Otolaryngologists/ENT Specialists, and Physical Medicine/Rehabilitation Specialists

DHCS appointment availability standards:

Urgent Appointments	Appointment Availability
For Services that do not need a Prior Approval	Withing 48 Hours
For Services that do need a Prior Approval	Withing 96 Hours
Non-Urgent Appointments	Appointment Availability
Primary Care Appointment	Withing 48 Hours
Specialist Appointment	Withing 48 Hours
Appointment with Mental Health Care Provider (not a physician)	Withing 48 Hours
Appointment for Other Services to Diagnose or Treat a Health Condition	Withing 48 Hours

Thank you in advance for your cooperation and patience with this study. We appreciate the care and service you and your staff provide your patients, our members.