

Memorandum

To: Gold Coast Health Plan Practitioners and Office Managers

From: Steve Peiser, Senior Director of Network Operations

Re: **Assessing Wait Time Standards**

Date: February 21, 2018

Gold Coast Health Plan (GCHP) recently received a notification from the state Department of Health Care Services (DHCS) about assessing wait time standards.

DHCS has contracted with Health Services Advisory Group, Inc. (HSAG) to conduct a study to assess whether all Medi-Cal managed care plans (MCPs) are meeting provider wait time standards.

This assessment will be conducted by HSAG's vendor, DataStat. DataStat will contact providers in four phases, as outlined below:

Study Phase	Call Date Range
Phase 1	February 12 – March 27
Phase 2	April 18 – May 30
Phase 3	July 18 – August 29
Phase 4	October 17 – December 3

The following providers may be receiving a call from DataStat for this study:

- Primary care providers
- Specialists
- Mental health care providers
- Mammography providers
- Prenatal providers

If you have any questions, please email ProviderRelations@goldchp.org.