



Santa Clara
Family Health Plan
The Spirit of Care

To: Patient Appointment Scheduling Managers
From: Chris Turner, Chief Operating Officer
Date: June 13, 2018
Subject: **Provider Appointment Availability Survey (PAAS)**

Dear Providers:

As required by the California Department of Managed Health Care (DMHC), Santa Clara Family Health Plan (SCFHP) is preparing to conduct its annual Provider Appointment Availability Survey (PAAS) for measurement year 2018, to assess if members/patients have access to timely provider appointments for medical services.

Following are a few important points regarding the survey:

- On behalf of SCFHP, Center for the Study of Services (CSS), an independent research firm, will conduct the PAAS surveys **starting this month**.
- Provider offices are required by the state agencies (DMHC and the Department of Health Care Services) to participate in this survey.
- The survey will be faxed to your office, and you will have five business days to respond.
- If you do not respond within five business days, your office will be contacted by phone to complete the survey.
- To ensure accurate results, please prepare your scheduling staff/call centers for this survey.
- It should take approximately 5 minutes to complete the survey.

Should you have any questions, please contact Carmen Switzer, SCFHP Provider Network Access Manager at 408-680-3517 or cswitzer@scfhp.com.

Santa Clara Family Health Plan thanks you in advance for your participation in this year's survey!