



Santa Clara  
Family Health Plan  
*The Spirit of Care*

## Important Information for Physicians Regarding Timely Access Regulations & Upcoming Surveys

Dear Provider:

The Industry Collaboration Effort (ICE), in collaboration with over 28 California health plans and The California Association of Health Plans (CAHP), will be administering two annual surveys as required by the Department of Managed Health Care (DMHC)'s Timely Access Regulations.

The results must be reported to the DMHC by health plans annually. Your cooperation in completing the surveys below is encouraged if your office is selected to participate.

### **Appointment Availability Survey: August 2016 - December 2016**

1. Health plans are required to ensure that health care services are provided to patients in a timely manner appropriate for the nature of the patient's condition, consistent with good professional practice.
2. ICE has obtained a 3<sup>rd</sup> party survey vendor to administer this year's Appointment Availability Survey on behalf of participating health plans under the ICE Single-Vendor survey collaborative initiative.
3. The survey is expected to take approximately 10 minutes - please be advised to have your practice ready to complete the survey when contacted.
4. Failure to complete the survey will be marked as "non-compliant" or not meeting the Access standard and reported as such to the DMHC.
5. The 2016 survey process methodology is outlined on the DMHC website located at [www.dmhc.ca.gov/](http://www.dmhc.ca.gov/).

### **Provider Satisfaction Survey: September 2016– November 2016**

1. Health plans are required to assess provider satisfaction with patient access to health care services. To meet this requirement, health plans will conduct provider satisfaction surveys.
2. The surveys will be distributed to a random sample of physicians via e-mail or fax and should take no more than 1 minute to complete.
3. Responses can be returned by fax or entered directly into a web-based tool.
4. If your office receives a request to participate in the survey, please complete the survey promptly.

**About ICE**– Information about ICE can be found at [www.iceforhealth.org](http://www.iceforhealth.org)

This initiative will result in consolidation of efforts, and will lessen disruption to the provider offices by minimizing the number of survey requests each office will receive. Your participation in completing any of these surveys is greatly appreciated. Thank you.

To assist you with establishing appropriate scheduling practices based on the timeframes required under the Timely Access Regulations, we have included an outline of the appointment availability standards below. Please share this information with the appointment schedulers in your office. The full Timely Access Regulation standards can be found by visiting the following link: [www.dmhc.ca.gov/](http://www.dmhc.ca.gov/).

<b>Appointment Standards:</b>		
Non-urgent appointments with primary care physicians within 10 business days of the request		
Non-urgent appointments with specialist physicians within 15 business days of the request		
Urgent care appointments that do not require prior authorization within 48 hours of the request		
Urgent care appointments that require prior authorization within 96 hours of the request		
Non-urgent appointments for ancillary services (for diagnosis or treatment of injury, illness or other health condition) within 15 business days of the request		
Non-urgent appointments with a non-physician mental health care provider within 10 business days of the request		
<b>2016 Participating Plans</b>		
<b>Plan</b>	<b>Appointment Availability</b>	<b>Provider Satisfaction</b>
Aetna Health of California Inc.	•	•
Alameda Alliance for Health	•	•
Anthem Blue Cross of California	•	•
Blue Shield of California	•	•
California Health & Wellness	•	
CalViva Health	•	
Care 1st	•	•
Chinese Community Health Plan		•
CIGNA HealthCare of California, Inc.	•	
Community Care Health Plan	•	•
Community Health Group	•	
Contra Costa Health Plan	•	
Gold Coast Health Plan	•	
Health Net	•	
Oscar Health Plan	•	•
Inland Empire Health Plan	•	•
Kaiser Foundation	•	
Kern Health System	•	
Managed Health Network	•	
Molina Healthcare of California	•	
San Francisco Health Plan	•	
Santa Clara Family Health Plan	•	•
Scripps Health Plan Services	•	•
Seaside Health Plan	•	•

<sup>1</sup> Reference: California Code of Regulations, Title 28, § 1300.67.2.2 Timely Access to Non-Emergency Health Care Services  
Revised/ICE Approved: August 1, 2016



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Sharp Health Plan	•	•
Sutter Health Plus	•	•
United Healthcare of California	•	•
Valley Health Plan	•	•
Ventura County Health Care Plan	•	
Western Health Advantage	•	•

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