

PROVIDER MEMO

To: SCFHP Providers and Patient Appointment Scheduling Managers
From: Chris Turner
Chief Operating Officer
Provider Network Management
Date: May 01, 2019
Subject: Provider Appointment Availability Survey (PAAS) Arriving Soon

Dear SCFHP Providers and Appointment Scheduling Managers,

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). The PAAS helps us assess if our members have access to timely appointments for medical services.

The following are important reminders regarding the annual PAAS:

- Provider offices are required by DMHC and the Department of Health Care Services to participate in this survey.
- Starting in May, surveys 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.
- SCFHP has contracted with the Center for the Study of Services (CSS), an independent research firm, to conduct the PAAS surveys.
- To ensure accurate results, please prepare by doing the following:
 - Notify scheduling or call center staff that surveys will be arriving soon and CSS interviewers might be calling to conduct the PAAS.
 - Review provider schedules in advance to ensure access standards are being followed. SCFHP access standards can be found online at www.scfhp.com/sites/default/files/timely_access_grid.pdf

If you have any questions, please contact SCFHP's Provider Network Access Manager, Carmen Switzer at 1-408-680-3517 or carmens@scfhp.com.

SCFHP thanks you in advance for your participation in this year's PAAS.