

PROVIDER MEMO

To: SCFHP Providers and Patient Appointment Scheduling Managers
From: Janet Gambatese, Director, Provider Network Operations
Date: September 23, 2022
Subject: Provider Appointment Availability Survey (PAAS) Arriving Soon

Dear SCFHP Providers and Appointment Scheduling Managers,

Santa Clara Family Health Plan (SCFHP) is preparing to conduct its annual Provider Appointment Availability Survey (PAAS), a requirement by the California Department of Managed Health Care (DMHC). 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 (DHCS) to participate in this survey.
- Surveys will take no more than 5 minutes and will ask about Urgent and Routine appointments for specific providers or facilities.
- Please provide the **first available** appointment date and time with the identified provider. The appointment may be one provided via telehealth and does not need to be an in-person appointment.
- Surveys will be faxed or emailed to your office, starting in September, 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. We strongly encourage you to respond to the fax or email to avoid receiving a telephone call as this will reduce the burden on your office staff.
- SCFHP has contracted with QMetrics, an independent research firm, to conduct the PAAS survey.
- **Emails** will come from QMetrics <invites@mailersurveygizmo.com> with the Subject Line: “**A Short DMHC Required Survey**”. Each survey will have a unique link to a provider specific survey to be completed online.
- **Faxes** will come from **(877) 399-3439** and completed surveys should be returned to this same fax number.
- **NEW:** The survey for Non-Physician Mental Health providers this year will include up to 3 additional questions to assess compliance with the 10 business day follow-up appointment standard effective July 1, 2022 per SB 221.

- To ensure accurate results, please prepare by doing the following:
 - Notify scheduling or call center staff that surveys will be arriving soon and QMetrics interviewers might be calling to conduct the PAAS.
- Review provider schedules in advance to ensure access standards are being followed. SCFHP access standards are included in this memo. If you have any questions, please contact SCFHP's Provider Network Program Manager, Claudia Graciano at 1-408-963-3502 or CGraciano@scfhp.com.

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