

PROVIDER BULLETIN

2017 Provider Access to Care Survey

Soon your office will receive a phone call from Health Plans/Survey Vendors for the annual **Access & Availability survey**. This is a **DMHC requirement**.



Your office **must** participate in the phone survey. **Non-participation will default to non-compliant** and require you to complete a corrective action plan.

Please make sure you/your staff take a couple of minutes to answer the call/survey and reply to the questions. If you receive a voicemail, call back right away. Your office will also be called after business hours to check compliance for after-hours availability.

Thank you again for your participation in the survey. Please take a minute to review two key survey questions below:

Survey Question	Required Time-Frame for Compliance
When is the next available appointment date and time with Dr. [MD Name] for an urgent appointment ?	Within 48 hours
When is the next available appointment date and time with Dr. [MD Name] for a non-urgent appointment ?	Within 10 working days

Requirements for After Hours Compliance

- 1) **Access** – After Hours recording or answering service must state emergency instructions to address medical emergencies (e.g. “If this is an emergency, please dial 911 or go to your nearest emergency room.”)
- 2) **Access** – After Hours recording or answering service must state a way of contacting the provider (e.g. connect directly to the provider, leave a message and the provider will call back, page provider, etc.)
- 3) **Timeliness** – Recording or live person must state that provider will call back within 30 minutes.

Note: Providers must be compliant in all three of the above measures.