
PROVIDER BULLETIN

2017 Timely Access to Care Survey

The Department of Managed Health Care (DMHC) created a model Appointment Availability survey, which is being used by many of the health plans to measure access to care. We appreciate your time and efforts in participating in this important survey. Please note non-responsive offices will automatically be flagged non-compliant by the survey vendor. Please take a minute to review the 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 routine appointment ?	Within 10 working days

Requirements for After Hours Compliance

- Include “You **may** expect a call back within 30 minutes” on the answering machine message.
- Educate your answering service to inform the member he or she can expect a call back within 30 minutes.
- Empty your voice mail box on automated answering machines so that callers can leave a message.
- Validate that on-call providers through the exchange are receiving and responding to calls and/or messages.

If you have any questions or would like a sample script for your answering machine message, please contact Liza Johnson at 818-265-0800, x232.