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*PROVIDER BULLETIN*

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## Annual 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.



To be compliant, wait times are expected to fall within the parameters below:

Access Standard	
Type of appointment	Wait Time
Physical exam	0 to 30 days
Non-urgent exam	0 to 10 working days
Specialty consult	0 to 15 working days
Urgent condition	48 hours

### After Hours Compliance

- Include “If this is a medical emergency, please hang up and dial 911 or go to the nearest Emergency Room.”
- 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.
- Validate that on-call providers through the exchange are receiving and responding to calls and/or messages.
- Conduct an audit of Exchange services to ensure that required components are addressed.