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## *PROVIDER BULLETIN*

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### **2014 Timely Access to Care Survey**



L.A. Care Health Plan is conducting its annual Timely Access to Care compliance audit via telephone to assess patient access to health care providers as required by the Department of Health Care Services and other regulatory agencies. As part of the compliance audit, L.A. Care is monitoring and reviewing appointment availability and after-hours accessibility Standards. We encourage you to review your current procedures and update any necessary processes to be compliant with the Access to Care Standards.

On behalf of L.A. Care, The Myers Group, an independent NCQA-certified research firm, will be conducting the audits over the next several months.

We appreciate your time and efforts in participating in this important survey to help ensure all members receive quality and appropriate health care services.

#### Best Practice Suggestions 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.
- Conduct an audit of Exchange services to ensure that required components are addressed.

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.