

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:
COUNTIES:

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare
- Molina Marketplace (Covered CA)

PROVIDER TYPES:

- Medical Group/ IPA/MSO**
 - Primary Care**
 - IPA/MSO
 - Directs
 - Specialists**
 - Directs
 - IPA
- Hospitals**
 - Ancillary**
 - CBAS
 - SNF/LTC
 - DME
 - Home Health
 - Other

Timely Access Regulations & Survey

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding the Timely Access Regulations and the upcoming Provider Appointment Availability Survey (PAAS) for Measurement Year (MY) 2023.

What you need to know:

MHC is partnering with vendor – **QMetrics**, who will be administering the PAAS survey as required by the Department of Managed Health Care (DMHC) Timely Access Regulations. If your practice is selected as part of the provider sample group, you may begin receiving calls to assess the availability of appointments at your office. The results must be reported to the DMHC by health plans annually. Your cooperation in completing the survey below is required if your office is selected to participate.

Health Plans are required to ensure that healthcare services are provided to patients in a timely manner appropriate for the nature of the patient's condition and consistent with good professional practice. Health Plans are also required to ensure that plan enrollees have appropriate access to language assistance in obtaining health care services.

Provider Types that will be included in the PAAS survey:

Primary Care Providers	Primary Care Physicians and Non-Physician Medical Practitioners providing primary care
Specialists Physicians	Cardiovascular Disease, Endocrinology, and Gastroenterology
Psychiatrists	N/A
Non-Physician Mental Health Care Providers (NPMH)	Licensed Professional Clinical Counselor (LPCC), Psychologist (PhD-Level), Marriage and Family Therapist/Licensed Marriage and Family Therapist, and Master of Social Work/Licensed Clinical Social Worker
Ancillary Services Providers	Ancillary Service Providers: Facilities or entities providing mammogram or physical therapy appointments

*We recognize many offices are offering telehealth appointments. Appointments conducted in this manner are acceptable when responding to the availability of the next appointment.

When this is happening:

Appointment Availability Survey Timeframe: July 2023 – December 2023

The survey is expected to take approximately 10 minutes – Please be advised to have your practice ready to complete the survey when contacted.

QMetrics will be conducting the survey by email or fax:

- **Email:** QMetrics Surveys – invites@mailier.surveygizmo.com
- **Fax:** (877) 399-3439 – (Return survey back to this number as well)

The following questions will be asked and inclusive for all Provider Types:

- **When is the next appointment date for an urgent appointment?**
- **When is the next appointment time for an urgent appointment?**
- **When is the next appointment date for a non-urgent appointment?**
- **When is the next appointment time for a non-urgent appointment?**

What you need to do:

To assist you with establishing appropriate scheduling practices based on the timeframes required under the Timely Access Regulations, we have included an outline of the appointment availability standards below. Please share this information with the appointment schedulers in your office.

Appointment Types:

Appointment Type	Access Standard
Urgent Care	
Urgent care appointment with PCP.	Within 48 hours of request.
Urgent care appointment with Specialist (prior approval needed).	Within 96 hours of request.
Non-urgent Appointments	
Non-urgent care appointment with PCP.	Within 10 business days of request.
Non-urgent care appointment with Specialist.	Within 15 business days of request.
Appointment for ancillary services.	Within 15 business days of request.
Behavioral Health Appointments	
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (Psychiatrist) that does not require prior authorization.	Within 48 hours of request.
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (Psychiatrist) that requires prior authorization.	Within 96 hours of request.
Non-urgent care appointment with non-physician behavioral health care provider.	Within 10 business days of request.
Non-urgent appointment with behavioral health care physician (Psychiatrist).	Within 15 business days of request.

Non-urgent care follow-up appointment with non-physician mental health care provider (NPMH).	Within 10 business days of request.
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*New specialties included for Specialty (dermatology, neurology, oncology, ophthalmology, otolaryngology, pulmonology, & urology).

Telephone Wait Times:

Provider offices must provide telephone access 24 hours a day, 7 days a week. If a member calls a Provider office, office staff should answer the phone within 10 minutes during normal business hours. If a Provider's office needs to call a member back, they must call within 30 minutes.

Timely Access Regulations:

The full Timely Access Regulation standards can be found by visiting the DMHC website at: <https://www.dmhc.ca.gov/HealthCareinCalifornia/YourHealthCareRights/TimelyAccessToCare.aspx>.

We appreciate your cooperation, time, and participation in our provider Appointment Availability Survey. Thank you in advance for taking the time to complete this important and mandatory survey.

For PAAS questions, please reach out to QMetrics at:
 (888) 388-9111 ext. 6 and/or email – paassurvey@qmetrics.us

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Services Representative below:

Service County Area	Provider Services Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster Teresa Suarez	909-577-4351 562-549-3782	Deletha.Foster@molinahealthcare.com Teresa.Suarez2@molinahealthcare.com
Los Angeles	Clemente Arias Christian Diaz Shante Mangram Daniel Amirian	562-517-1014 562-549-3550 562-549-4718 562-549-4809	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Shante.Mangram@molinahealthcare.com Daniel.Amirian@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento	Johonna Eshalomi	562-549-3708	Johonna.Eshalomi@molinahealthcare.com Heather.West@molinahealthcare.com
San Bernardino	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens Salvador Perez	562-549-4403 562-549-3825	Briana.Givens@molinahealthcare.com Salvador.Perez@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the Just the Fax, email: mhcproviderjustthefax@molinahealthcare.com
 Please include Provider Name, NPI, County, and Fax Number and you will be removed within 30 days.