

**September 10, 2020**

**Re: Annual Provider Timely Access Survey**

Dear Provider,

This notice is to advise you that HPSM is conducting our annual Provider Timely Access Survey from **September 14 – December 31, 2019**. Per the Department of Managed Health Care regulation (Title 28, Section 1300.67.2.2), HPSM is required to ensure that our providers are able to offer timely access to care for members within the following regulatory standards:

<b>Urgent Appointments</b>	<b>Wait Time</b>
For services that do not need prior approval	48 hours
For services that do need prior approval	96 hours
<b>Non-Urgent Appointments</b>	<b>Wait Time</b>
Primary care appointment	10 business days
Specialist appointment	15 business days
Appointment with a mental health care provider (who is not a physician)	10 business days
Appointment for other services to diagnose or treat a health condition	15 business days

If you are receiving this notice you may be asked to participate because you are contracted with HPSM for Medi-Cal and/or HealthWorx. We appreciate your participation in this required regulatory process and your commitment to serving our members. If you have any questions about this notice please reach out to the HPSM Provider Services Department at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you,

Health Plan of San Mateo