

January 10, 2022

Quarterly Provider Timely Access Survey Starting This Month

Dear provider,

This notice is to advise you that the Department of Health Care Services (DHCS) will begin calling network providers to conduct timely appointment access surveys starting Monday, January 10 through the rest of the year.

Providers are selected at random for this survey. You may be asked to participate because you are contracted with HPSM for Medi-Cal. We appreciate your participation in this required regulatory process and your commitment to serving our members.

During the phone survey, questions may include requests for information about:

- the first three available times for urgent and non-urgent appointments for your patients.
- availability of interpreter services (for more information on HPSM's interpreter services, visit www.hpsm.org/provider/resources/language-services).
- languages spoken by clinicians in your practice.
- basic information such as address and hours of operation.

Per regulation, the Health Plan of San Mateo (HPSM) is required to ensure our providers offer timely access to care for members within the following regulatory standards:

Urgent Medical Appointments	Wait Time
For services that do not need prior approval	2 days
For services that do need prior approval	4 days
Non-Urgent Medical Appointments	Wait Time
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 with an ancillary provider to diagnose or treat a health condition (such as lab work or imaging)	15 business days
Dental Appointments:	
Urgent appointment with a dental provider	3 days
Non-urgent appointment with a dental provider	36 business days
Preventive dental care appointment	40 business days

** Appointment wait times may be longer if providers decide it would not be harmful to a member's health and must note in the member's record that a longer wait time would not be harmful. For more information: www.dmhc.ca.gov/HealthCareinCalifornia/YourHealthCareRights/TimelyAccessToCare.aspx*

If you have any questions about this notice, please reach out to the HPSM Provider Services Department at PSInquiries@hpsm.org.

Thank you,
Health Plan of San Mateo