

October 10, 2023

Look Out for Requests for the Provider Appointment Availability Survey

Dear providers,

The Health Plan of San Mateo's (HPSM) annual Provider Appointment Availability Survey (PAAS) will occur October through December 2023. Providers are required to participate if randomly sampled for timely access surveys performed by HPSM or its regulators.

The following information may be collected via phone, email, or fax:

1. First available urgent appointment;
2. First available non-urgent appointment;
3. Same-day appointment availability;
4. Average in-office wait time for scheduled appointments;
5. Method of monitoring in-office wait times;
6. Procedure for missed appointment follow-up;
7. Process for submitting HPSM member grievances;
8. Percentage of HPSM telehealth appointments;
9. Usage of an electronic health record;
10. Time to return a member voicemail.

Please see the timely access appointment availability standards:

Primary Care (urgent)	Within 48 hours of request
Specialty, Non-Physician Mental Health, Psychiatry (urgent)	Within 96 hours of request
Primary Care, Non-Physician Mental Health (non-urgent)	Within 10 business days of request
Specialty, Ancillary, Psychiatry (non-urgent)	Within 15 business days of request

For more information on timely care standard please visit the DMHC website at:

<https://www.dmhc.ca.gov/healthcareincalifornia/yourhealthcarerights/timelyaccesstocare.aspx> Please direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo