



October 8, 2018

## Provider News

### **Reminder: Annual Provider Appointment and Availability Survey**

The Alliance is required to monitor members' timely access to care as mandated by Title 28 CCR Section 1300.67.2.2 and as specified by our contract with the State of California. To assess the ability of providers to meet these standards, the Alliance has engaged with a vendor, QMetrics, to administer the 2018 Provider Appointment and Availability Survey (PAAS).

QMetrics is initially contacting providers by email or fax to request completion of the PAAS. If a response is not received within five days, QMetrics will call providers to obtain appointment availability information. Please remind your staff to respond in a timely manner to QMetrics' request for information.

**\* Note that providers may receive requests to complete the PAAS from multiple health plans.**

Specific guidelines and procedures for monitoring timely access to care are outlined in Alliance Policy 401-1509 – Timely Access to Care and Policy 300-8030 – Monitoring Network Compliance with Accessibility Standards, which can be found in the Alliance Provider Manual at [www.ccah-alliance.org/provider-manual-toc.html](http://www.ccah-alliance.org/provider-manual-toc.html).

If you have questions, please contact an Alliance Provider Services Representative at (800) 700-3874 ext. 5504.