SHARP Health Plan

Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 16, 2023
Subject: Provider Appointment Availability Survey (PAAS) Reminder Wave 2

Attention Provider Partners,

Sharp Health Plan would like to inform you that Wave 2 fielding will begin on November 29, responses are due within five business days. The annual Provider Appointment Availability Survey (PAAS) will continue until December 27, 2023. This is a mandatory survey per the Department of Managed Health Care (DMHC) to assess your compliance with timely access standards.

When you receive the survey via fax or email, you will have five business days to complete and return the survey to QMetrics, our survey partner. **We ask that you return surveys to QMetrics within five business days to eliminate the need for a telephone call to your office staff.** If the survey is not returned within five (5) business days, a representative will reach out to your office via telephone to conduct the survey. Please provide your next available appointment regardless of modality (for example, in-person or telehealth visit). The DMHC requires us to score providers who refuse to participate in the survey as non-compliant.

Sincerely,

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