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# Provider Alert

**To:** Sharp Health Plan Providers  
**Attn:** Office Manager/Office Administrator  
**From:** Sharp Health Plan  
**Date:** July 27, 2020  
**Subject:** Department of Managed Health Care Provider Appointment Availability Survey

Attention Provider Partners,

This communication is to inform you about the **importance of participating in our upcoming survey** to assess compliance with the Department of Managed Health Care (DMHC) Timely Access standards. Per Section 1367.03 (f)(3) of the California Health and Safety code, the DMHC provides health plans with the methodology for this annual Provider Appointment Availability Survey (PAAS). Please note that rates of compliance and response rates will be part of publicly available information and that providing the data, as required under Section 1367.03 (f)(1), is a **contractual obligation**.

The DMHC requires us to survey the following provider types: Primary Care Physicians, Cardiologists, Endocrinologists, Gastroenterologists, Psychiatrists, Non-Physician Mental Health Providers, Telehealth providers and Ancillary providers that provide Mammogram and Physical Therapy services. As a part of our Quality Management Program, we are expanding our survey to include randomly selected providers in the high-volume and high-impact specialties of Oncology, Dermatology, Obstetrics and Gynecology, Orthopedic Surgery and Ophthalmology.

**For 2020 Sharp Health Plan has partnered with QMetrics, Inc.** to conduct our annual PAAS survey. **Between August 3 and December 31, 2020** QMetrics will conduct the survey by reaching out to randomly selected providers within our networks, initially via fax or email.

**If you receive a survey, you will have 5 business days to complete and return the survey to QMetrics at 1-877-399-3439.** 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. **Refusal to participate in the survey will be scored as non-compliant.** We ask that you make every effort to return surveys to QMetrics within five (5) business days **to eliminate the need for a telephone call to your office staff.** **Please provide your next available appointment regardless of modality (for example, in person or telehealth visit).** In addition, providers who typically offer telehealth services will be surveyed separately for their telehealth appointments. The survey type will be shown at the top of the survey form.

If you have any questions, please contact our provider relations team at 1-858-499-8330, or email us at [provider.relations@sharp.com](mailto:provider.relations@sharp.com). We are available to assist you Monday – Friday, 8 a.m. to 5 p.m.

Warm regards,  
*Yolanda Hunt-Boes*

Yolanda Hunt-Boes  
Manager, Network Development and Application Optimization

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