



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: July 26, 2022
Subject: Provider Appointment Availability Survey (PAAS) Starts August 1, 2022

Attention Provider Partners,

Sharp Health Plan is conducting its annual Provider Appointment Availability Survey (PAAS) from August 1 to November 1, 2022. 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 5 business days to complete and return the survey to QMetrics, our survey partner. **We ask that you return surveys to QMetrics within five (5) 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.

Please refer to the fielding date chart below.

Provider Type	Wave 1 Fielding Date	Wave 2 Fielding Date
Primary Care Providers	August 1 (due August 5)	October 10 (due October 14)
Specialty Providers	August 3 (due August 9)	October 12 (due October 18)

Sincerely,

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Provider Account Management
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