



## Provider Alert

**To:** Sharp Health Plan Providers and Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** September 15, 2023  
**Subject:** Provider Appointment Availability Survey (PAAS) starts September 20, 2023

Attention Provider Partners,

Sharp Health Plan is conducting its annual Provider Appointment Availability Survey (PAAS) from September 20, 2023, to December 19, 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 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	September 20th (due October 11th)	November 29th (due December 19th)
Specialty Providers	September 27th (due October 18th)	December 4th (due December 22th)

Sincerely,

Sharp Health Plan  
Provider Account Management  
[provider.relations@sharp.com](mailto:provider.relations@sharp.com)  
Tel: 1-858-499-8330 | Fax: 1-858-303-9049

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