



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: October 12, 2023
Subject: 2023 Sharp Health Plan Provider Appointment Availability Survey (PAAS) Reminder

Attention Provider Partners,

Sharp Health Plan would like to remind you about the annual Provider Appointment Availability Survey (PAAS) that began on September 20 and will continue to December 22, 2023. We would like to inform you about the importance of participating in our survey to assess your 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 the 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, and Ancillary providers that provide Mammogram and Physical Therapy services. Additionally, we include randomly selected providers in the high-volume and high-impact specialties of Oncology, Dermatology, Obstetrics and Gynecology, Orthopedic Surgery, and Ophthalmology.

The next fielding will begin on **November 29 (due December 19) for primary care providers** and **December 4th (due December 22) for specialty providers.** 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.

Sincerely,

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Provider Account Management
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