



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 13, 2024
Subject: Provider Appointment Availability Survey (PAAS) Wave 2 has officially begun

Attention Provider Partners,

This communication is to inform you about the importance of participating in Sharp Health Plan's Provider Appointment Availability Survey (PAAS) to assess your compliance with the Department of Managed Health Care (DMHC) Timely Access standards.

Sharp Health Plan is partnered with QMetrics, Inc. to conduct our annual Provider Appointment Availability Survey (PAAS). **PAAS Wave 2 has officially begun and will be fielded through December 9, 2024.** QMetrics will conduct the survey by reaching out to randomly selected providers within our networks on specific dates, initially via fax or email. Please refer to the fielding date chart below. Please refer to the fielding date chart below.

Wave 1 Fielding Date	Wave 2 Fielding Date
September 18 - October 15 (email/fax) – Phone calls will begin on September 30 for nonresponsive providers	November 13 - December 9 (email/fax) – Phone calls will begin on November 25 for nonresponsive providers

When you receive a survey, you will have five (5) business days to complete and return the survey to QMetrics. 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).

Sincerely,

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