



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: September 8, 2022
Subject: Provider Appointment Availability Survey (PAAS) Wave 2 Reminder

Attention Provider Partners,

Sharp Health Plan would like to remind you about the annual Provider Appointment Availability Survey (PAAS) that began on August 1 and will continue to November 1, 2022.

It is important to participate in this 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. 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 next fielding will begin on **October 10 (due October 14) for primary care providers** and **October 12 (due October 18) for specialty providers. 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.

The following provider types will be surveyed: 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.

Sincerely,

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

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