
PROVIDER BULLETIN

2023 Provider Access to Care Survey



In the next couple of months, LA Care’s contracted vendor **The Center for the Study of Services (CSS)** will contact your office regarding **Access and Availability (Provider Appointment Availability & After-Hours Access Surveys)**. Additionally, LA Care will notify the provider office via postcard about the survey. If you do not return the fax or complete the survey on-line, you will receive a phone call. This is a **Department of Managed Health Care (DMHC) requirement**.

Please make sure you/your staff take a couple of minutes to reply to the survey. The survey should be completed by management in the provider office. If you do not respond to the survey within 5 days, you will start receiving follow-up phone calls. Your office will also be called after business hours to check compliance for after-hours availability. **If you do not complete the survey, you will be automatically non-compliant, and a corrective action will be required for your office. If you continue to be non-compliant, LA Care may terminate you from their network.**

Thank you again for your participation in the survey. Please take a minute to review two key survey questions below:

Survey Question	Required Timeframe for Compliance
When is the next available appointment date and time with Dr. [MD Name] for an urgent appointment ?	PCP-Within 48 hours SCP-Within 96 hours Please note urgent timeframe includes the weekend
When is the next available appointment date and time with Dr. [MD Name] for a non-urgent appointment ?	PCP-Within 10 working days SCP-Within 15 working days

Requirements for After Hours Compliance

- 1) **Access** – After Hours recording or answering service must state emergency instructions to address medical emergencies (e.g. “**If this is an emergency, please dial 911 or go to your nearest emergency room.**”)
- 2) **Access** – After Hours recording or answering service must state a way of contacting the provider (e.g. connect directly to the provider, leave a message and the provider will call back, page provider, etc.)
- 3) **Timeliness** – Recording or live person must state that provider will call back within **30 minutes**.

Note: Providers must be compliant in all three of the above measures.