



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: September 16, 2024
Subject: Provider Appointment Availability Survey (PAAS) starts September 18, 2024

Attention Provider Partners,

Sharp Health Plan is conducting its annual Provider Appointment Availability Survey (PAAS) from September 18, 2024, to December 9, 2024. 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 for all providers.

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

Please feel free to contact Sharp Health Plan's Provider Account team for any additional questions at provider.relations@sharp.com or 1-858-499-8330. We are available to assist you Monday – Friday, 8 a.m. to 5 p.m.

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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