



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: October 2, 2024
Subject: 2024 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 18 and will continue to December 9, 2024. 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 13 (due December 9) for all provider types.** 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,

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

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan at the telephone number listed below immediately and destroy all information received.