



## Provider Alert

**To:** Sharp Health Plan Providers and Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** October 30, 2024  
**Subject:** Provider Appointment Availability Survey (PAAS) Wave 2 starts on November 13, 2024

Attention Provider Partners,

Sharp Health Plan will like to inform you that Provider Appointment Availability Survey Wave 1 is now completed, and Wave 2 will begin for all provider types on November 13 and end on 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.

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

Sincerely,

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