



Important Reminder: DHCS Survey Assessing Timely Access to Urgent and Non-Urgent Appointments

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider and member customer satisfaction.

Every quarter, the California Department of Health Care Services (DHCS) requires Medi-Cal managed care health plans (MCPs) to monitor timely access to **urgent** and **non-urgent appointments** in provider offices.

The survey was placed on hold due to the COVID-19 public health emergency (PHE) in 2020 and resumed in January 2022.

About The Survey

Providers: The in-network survey includes primary care providers (PCPs), specialist physicians, psychiatrists, non-physician mental health (NPMH) providers, and ancillary providers.

Methodology: Every quarter, DHCS selects and surveys a randomized sample of Alliance network providers. DHCS will make three (3) call attempts to each provider's office to conduct the survey.

Questions: The survey solicits answers about the next three (3) available appointment dates and times for:

1. **Urgent and non-urgent services** for PCP, specialist, psychiatrist, and NPMH providers.
2. **Non-urgent services** for ancillary providers.

Provider offices are **contractually obligated** to complete the survey. Please note that unresponsiveness/refusal to comply with the survey may result in a corrective action plan.

The table on the next page outlines the required appointment time frames.

Thank you for your attention and assistance in completing the DHCS QMRT Survey and for your continued partnership and for providing high-quality care to our members and the community.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org