



DHCS Timely Access Monitoring Survey

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

The California Department of Health Care Services (DHCS) is conducting a quarterly monitoring survey of all Medi-Cal managed care health plans (MCPs) to assess provider compliance with appointment availability and wait time regulations.

About This Survey

Providers: In-network Alliance providers include PCPs, OB/GYNs, specialists, ancillary providers, and non-physician mental health (NPMH) providers.

Methodology: DHCS will call a randomized sample of network providers using the most recent provider data.

Questions: The survey solicits answers about the next three (3) available appointment dates and times for urgent and non-urgent for PCP, specialist, and NPMH; first prenatal; and non-urgent for ancillary services. Appointment dates and times are collected at the location level.

Survey may also include:

- Whether a specific provider is accepting new patients.
- What are the next appointment availabilities for new or existing patients?
- What are the next appointment availabilities for adult or pediatric patients?
- Inquiry about a specific provider to access appointment availability at the location.
- What the office staff understands about a patient's request for interpreter services.
- Whether languages other than English are spoken at the location and by the specific provider.

The results of the surveys are shared with providers to identify opportunities for improvement.

Thank you for your attention and assistance in completing the DHCS timely access monitoring survey.

This survey is independent of any surveys conducted by the Alliance.

Questions? Please contact the Alliance Quality Improvement Department
deptqualityimprovement@alamedaalliance.org
www.alamedaalliance.org