



Provider Appointment Availability Survey (PAAS)

Overview and MY2021 HMO Results Summary

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Overview

Provider Appointment Availability Survey (PAAS)

- Health plans are required to obtain information from their contracted providers regarding appointment availability which is required by the California Department of Managed Health Care (DMHC) Timely Access Regulations.
- UHC has partnered with Sutherland Healthcare Solutions to administer the PAAS survey
- Provider participation in this survey is mandatory per the DMHC
 - Any provider who does not participate in the survey will be marked as 'non-compliant' or not meeting the Timely Access Standard and will be reported to Department of Managed Healthcare, as part of the health plans annual Timely Access Filing
- The survey is conducted between August and December, administered using three options: email with a link to take the survey online, fax or phone.



MY2021 HMO PAAS Overall Network Results

PCP

Network	Sum of Number of Providers with an Urgent Care Appointment Available within 48 Hours	Sum of Number of Providers that Responded to the Question Regarding the Availability of an Urgent Care Appointment within 48 Hours	Urgent Rate	Sum of Number of Providers with a Non-Urgent Appointment Available within 10 Business Days	Sum of Number of Providers that Responded to the Question Regarding the Availability of a Non-Urgent Appointment within 10 Business Days	Non-Urgent Rate
SignatureValue Advantage	1,285	2,171	59.2%	1,769	2,260	78.3%
SignatureValue Alliance	1,229	2,246	54.7%	1,794	2,346	76.5%
SignatureValue Flex1	599	971	61.7%	797	997	79.9%
SignatureValue Flex2	569	949	60.0%	772	977	79.0%
SignatureValue Flex3	523	961	54.4%	730	996	73.3%
SignatureValue Focus	1,164	1,944	59.9%	1,590	1,996	79.7%
SignatureValue Harmony	431	659	65.4%	570	684	83.3%
SignatureValue HMO	1,597	3,062	52.2%	2,373	3,201	74.1%
Grand Total	7,397	12,963	57.1%	10,395	13,457	77.2%



MY2021 HMO PAAS Overall Network Results

Specialty

Network	Sum of Number of Providers with an Urgent Care Appointment Available within 96 Hours	Sum of Number of Providers that Responded to the Question Regarding the Availability of an Urgent Care Appointment within 96 Hours	Urgent Rate	Sum of Number of Providers with a Non-Urgent Appointment Available within 15 Business Days	Sum of Number of Providers that Responded to the Question Regarding the Availability of a Non-Urgent Appointment within 15 Business Days	Non-Urgent Rate
SignatureValue Advantage	263	559	47.0%	385	597	64.5%
SignatureValue Alliance	436	952	45.8%	661	1,067	61.9%
SignatureValue Flex1	256	542	47.2%	386	570	67.7%
SignatureValue Flex2	251	524	47.9%	360	563	63.9%
SignatureValue Flex3	257	560	45.9%	367	595	61.7%
SignatureValue Focus	416	848	49.1%	610	911	67.0%
SignatureValue Harmony	197	379	52.0%	276	399	69.2%
SignatureValue HMO	604	1,364	44.3%	928	1,546	60.0%
Grand Total	2,680	5,728	46.8%	3,973	6,248	63.6%



MY2021 HMO PAAS Overall Network Results

Ancillary

Network	Sum of Number of Providers with a Non-Urgent Appointment Available within 15 Business Days	Sum of Number of Providers that Responded to the Question Regarding the Availability of a Non-Urgent Appointment within 15 Business Days	Rate of Compliance
SignatureValue Advantage	1,279	1,399	91.4%
SignatureValue Alliance	1,279	1,399	91.4%
SignatureValue Flex1	1,279	1,399	91.4%
SignatureValue Flex2	1,279	1,399	91.4%
SignatureValue Flex3	1,279	1,399	91.4%
SignatureValue Focus	1,279	1,399	91.4%
SignatureValue Harmony	1,279	1,399	91.4%
SignatureValue HMO	1,279	1,399	91.4%
Grand Total	10,232	11,192	91.4%

