



# Provider Appointment Availability Survey (PAAS)

## Overview and MY2021 PPO 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 PPO 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
Choice/Select	2,027	4,118	49.2%	3,116	4,326	72.0%
Core	1,814	3,416	53.1%	2,661	3,547	75.0%
Navigate	1,057	2,106	50.2%	1,575	2,174	72.4%
Select	1,929	3,561	54.2%	2,773	3,690	75.1%
<b>Grand Total</b>	<b>6,827</b>	<b>13,201</b>	<b>51.7%</b>	<b>10,125</b>	<b>13,737</b>	<b>73.7%</b>



# MY2021 PPO 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
Choice/Select	965	2,082	46.3%	1,419	2,307	61.5%
Core	649	1,331	48.8%	955	1,410	67.7%
Navigate	521	1,030	50.6%	736	1,116	65.9%
Select	717	1,481	48.4%	1,048	1,570	66.8%
<b>Grand Total</b>	<b>2,852</b>	<b>5,924</b>	<b>48.1%</b>	<b>4,158</b>	<b>6,403</b>	<b>64.9%</b>



# MY2021 PPO 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
Choice/Select	1,056	1,156	91.3%
Core	1,054	1,154	91.3%
Doctors Plan	1,038	1,134	91.5%
Navigate	1,054	1,154	91.3%
Grand Total	4,202	4,598	91.4%

