

Provider Appointment Availability Survey (PAAS)



Overview and MY2019 Results Summary



Overview

Provider Appointment Availability Survey (PAAS)

- Health plans are required to obtain information from their contracted providers regarding appointment availability as stated in the California Department of Managed Health Care (DMHC) Timely Access Regulations.
- UnitedHealthcare 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 DMHC, as part of the health plans annual Timely Access Filing.
- The survey is conducted between April and December and administered using three options: email with a link to take the survey online, fax or phone.

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	1591	2241	71.0%	1986	2292	86.6%
SignatureValue Alliance	1537	2255	68.2%	2015	2338	86.2%
SignatureValue Flex1	736	978	75.3%	880	997	88.3%
SignatureValue Flex2	723	950	76.1%	869	975	89.1%
SignatureValue Flex3	681	965	70.6%	851	990	86.0%
SignatureValue Focus	1324	1770	74.8%	1606	1811	88.7%
SignatureValue Harmony	524	653	80.2%	600	664	90.4%
SignatureValue HMO	2080	3080	67.5%	2692	3166	85.0%
Grand Total	9196	12892	71.3%	11499	13233	86.9%

PAAS Overall Network Results (cont.)



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	658	1082	60.8%	846	1171	72.2%
SignatureValue Alliance	558	991	56.3%	761	1118	68.1%
SignatureValue Flex1	374	576	64.9%	466	609	76.5%
SignatureValue Flex2	360	559	64.4%	444	591	75.1%
SignatureValue Flex3	363	599	60.6%	456	647	70.5%
SignatureValue Focus	514	859	59.8%	666	937	71.1%
SignatureValue Harmony	211	338	62.4%	254	361	70.4%
SignatureValue HMO	842	1499	56.2%	1127	1673	67.4%
Grand Total	3880	6503	59.7%	5020	7107	70.6%

PAAS Overall Network Results (cont.)



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	1098	1141	96.2%
SignatureValue Alliance	1098	1141	96.2%
SignatureValue Flex1	1098	1141	96.2%
SignatureValue Flex2	1099	1141	96.3%
SignatureValue Flex3	1099	1141	96.3%
SignatureValue Focus	1098	1141	96.2%
SignatureValue Harmony	926	963	96.2%
SignatureValue HMO	1099	1141	96.3%
Grand Total	8615	8950	96.3%