

**From:** DMHC Licensing eFiling

**Subject:** APL 22-029 – RY 2024 MY 2023 Provider Appointment Availability Survey Manual and Report Form Amendments

**Date:** Wednesday, December 21, 2022 4:35 PM

**Attachments:** APL 22-029 – RY 2024 MY 2023 Provider Appointment Availability Survey Manual and Report Form Amendments (12.21.2022).pdf  
RY2024 MY 2023 PAAS Manual.pdf  
RY2024 MY 2023 PAAS Report Form Instructions.pdf

Dear Health Plan Representative:

The Department of Managed Health Care (DMHC) hereby issues this All Plan Letter (APL) 22-029: RY 2024/MY 2023 Provider Appointment Availability Survey Manual (PAAS) and PAAS Report Form Amendments.

Thank you.

## ALL PLAN LETTER

**DATE:** December 21, 2022

**TO:** All Full Service and Mental Health Care Service Plans

**FROM:** Nathan Nau  
Deputy Director, Office of Plan Monitoring

**SUBJECT:** APL 22-029 (OPM) – RY 2024/MY 2023 Provider Appointment Availability Survey Manual and Report Form Amendments

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The Department of Managed Health Care (DMHC) issues this All Plan Letter (APL) directing full service and mental health care service plans (health plans) to use the attached amended Provider Appointment Availability Survey (PAAS) Manual, and PAAS Report Form Instructions for the measurement year (MY) 2023 monitoring and reporting.<sup>1</sup> MY 2023 PAAS data shall be included in each reporting plan's reporting year (RY) 2024 Timely Access Compliance Report, which is due to the DMHC on May 1, 2024. (See California Health and Safety Code section 1367.03, sub. (f)(3) and California Code of Regulations, title 28, section 1300.67.2.2, subs. (b)(17), (f) and (h)(6)(B).)<sup>2</sup>

### Background

Health plans are required to monitor networks for compliance with the timely access standards set forth in Section 1367.03(a) and Rule 1300.67.2.2(c) by conducting the PAAS and submitting the PAAS results in the Timely Access Compliance Report to the DMHC on an annual basis. Beginning in MY 2023, health plans are required to conduct this monitoring and reporting by using the following documents: PAAS Manual, PAAS Report Forms, and the report form field instructions in the Timely Access and Annual Network Submission Instruction Manual (Instruction Manual). (See Rule 1300.67.2.2, subs., (d)(2)(A)(iii), (f), (h)(4)(B) and (h)(6)(B), as amended on April 1, 2022.)

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<sup>1</sup> This All Plan Letter does not apply to plans licensed only to offer Medicare Advantage product lines or only EAP products.

<sup>2</sup> The Knox-Keene Act is set forth in California Health and Safety Code sections 1340 et seq. References herein to "Section" are to sections of the Act. References to "Rule" refer to the California Code of Regulations, title 28.

Senate Bill 221 (SB 221) provided DMHC with an exemption from the Administrative Procedure Act (APA) to develop and adopt reporting methodologies until December 31, 2025. Health plans shall use the DMHC-amended PAAS Manual, amended PAAS Report Forms, and accompanying amended field instructions for RY 2024/MY 2023, as required by Section 1367.03, sub. (f)(3) and Rule 1300.67.2.2, subs. (f) and (h)(6)(B).<sup>3</sup> Amendments are identified by underline and strikethrough in the documents attached to this APL. The amendments include the addition of standardized survey questions and reporting obligations related to the follow-up appointment standard for non-physician mental health care providers and substance use disorder providers enacted by SB 221. The attached amended documents replace the documents and/or relevant sections of the documents incorporated in Rule 1300.67.2.2 as follows:

1. RY 2024/MY 2023 PAAS Manual
2. RY 2024/MY 2023 PAAS Report Forms and corresponding field instructions in section IV of the Instruction Manual:
  - a. Primary Care Providers Contact List Report Form (Form No. 40-254)
  - b. Non-Physician Mental Health Care Providers Contact List Report Form (Form No. 40-255)
  - c. Specialist Physicians Contact List Report Form (Form No. 40-256)
  - d. Psychiatrists Contact List Report Form (Form No. 40-257)
  - e. Ancillary Service Providers Contact List Report Form (Form No. 40-258)
  - f. Primary Care Providers Raw Data Report Form (Form No. 40-259)
  - g. Non-Physician Mental Health Care Providers Raw Data Report Form (Form No. 40-260)
  - h. Specialist Physicians Raw Data Report Form (Form No. 40-261)
  - i. Psychiatrists Raw Data Report Form (Form No. 40-262)
  - j. Ancillary Service Providers Raw Data Report Form (Form No. 40-263)
  - k. Results Report Form (Form No. 40-264)

The RY 2024/MY 2023 PAAS Manual is available to health plans on the Resources section of the Timely Access and Annual Network Reporting Web Portal (Web Portal). Fillable versions of RY 2024/MY 2023 PAAS Report Forms with field instructions will be available in the Web Portal in early 2023.

If you have questions about this APL, please contact the DMHC's Office of Plan Monitoring at [TimelyAccess@dmhc.ca.gov](mailto:TimelyAccess@dmhc.ca.gov).

Attachments:

- RY 2024/MY 2023 PAAS Manual
- RY 2024/MY 2023 PAAS Report Form Instructions

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<sup>3</sup> Amended report form fields and instructions are attached in both a final version.