



**To:** Specialists  
**From:** IEHP – Provider Relations  
**Date:** May 28, 2019  
**Subject:** **Timely Access Survey Overview**

California Department of Health Care Services (DHCS) has contracted with Health Services Advisory Group, Inc. (HSAG) to conduct an annual study to assess the extent to which Medi-Cal managed care health plans (MCPs) are meeting the wait time standards. HSAG’s vendor, DataStat, will conduct calls to Providers in four phases done on a quarterly basis and each quarter will include approximately 25% of the total study sample, which will be a random sample of 411 Providers for each reporting unit. The 411 samples will be evenly distributed into each Provider type, including Primary Care Providers (PCPs), Specialists, Mental Health Care Providers, Prenatal Providers, and Ancillary Providers for Physical Therapy, Magnetic Resonance Imaging (MRI) Providers, and Mammography Providers.

***Year 2 Study Schedule***

The table below shows the schedule and provider specialties for each quarter of the Year 2 study:

<b>Timely Access Survey Phases</b>	<b>Call Date Range</b>	<b>Provider Specialties</b>
Phase 1	February 15, 2019 to March 29, 2019	Cardiologists/Interventional Cardiologists and Psychiatrists
Phase 2	May 17, 2019 to June 28, 2019	Endocrinologists and Gastroenterologists
Phase 3	August 19, 2019 to September 30, 2019	Dermatologists, Neurologists, and Pulmonologists
Phase 4	November 13, 2019 to December 31, 2019	General Surgeon, Hematologists, HIV/AIDS Specialists/Infectious Disease Specialists, Nephrologists, Oncologists, Ophthalmologists, Orthopedic Surgeons, Otolaryngologists/ENT Specialists, and Physical Medicine/Rehabilitation Specialists

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/plan-updates>.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.