

Timely Access Proposed Regulation: PAAS Methodology Changes for 2022



The Department of Managed Health Care (DMHC) submitted its Timely Access to Non-Emergency to Care proposed regulation to the California Office of Administrative Law (OAL) on August 2, 2021. The OAL has 150 days (until about January 24, 2022) to approve or disapprove the regulation. If approved, the regulation makes several important changes to the Timely Access and Annual Network Review reporting requirements, PAAS Methodology and other areas such as the annual Timely Access Enrollee Experience Survey (EES) which will become effective in 2022.

QMetrics has been tracking the proposed regulation and changes made through each of the three comment periods and is prepared for the methodology changes.

QMetrics is a PAAS Survey Administrator and Validator for ten California health plans and has been providing PAAS services since 2017.

Contact us for more information on our full suite of services and how we can help your organization be in compliance with these new methodology changes.

For more information, please contact us at info@qmetrics.us or visit our website at www.qmetrics.us.

A few of the important proposed changes slated for 2022 are as follows:

- Annual Timely Access Enrollee Experience Survey (EES)
 - Separate survey with additional questions required
 - Survey Translation requirements
- Provider Survey Types
 - Expansion of Specialty Provider Types from 3 to 10 Specialty Types
 - Providers not historically surveyed will receive PAAS for the first time
- Determining Compliance and Non-Compliance
 - Patterns of Non-Compliance defined threshold of <70% compliance with time-elapsd standards
 - Additional defined criteria outlined to determine plan compliance and non-compliance
- Other Changes
 - Timelines, Definitions, Dates
 - Templates, Tools & Reporting Requirements