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## News

### 20-873 Improve Your Access and Availability

Date: 11/03/20

This information applies to Physicians, Participating Physician Groups (PPGs), Hospitals, and Ancillary providers.

For Medi-Cal, this information applies to Kern, Los Angeles, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, and Tulare counties.

#### JOIN US ON DECEMBER 2, 3, 8 OR 9, 2020!

Learn about access and availability requirements. Get tips on how to meet performance goals.

Register to attend one of the webinars for insight on ways to improve member satisfaction and survey outcomes.

#### Webinar topics

- Overview of regulations on access and availability
  - Annual monitoring and reporting for:
  - Provider Appointment Availability Survey
  - Provider After-Hours Survey
  - Timely Access Monitoring Survey
- Resources to help meet your needs

#### Presented by

Access and Availability Unit and Provider Network Operations

#### Who should attend

- Providers, office managers and provider office staff members
- Participating physician group (PPG) provider network administrators and PPG provider relations staff

#### Date, time and registration links

- Wednesday, December 2, 2020, Noon to 1 p.m. Pacific time  
([https://centene.zoom.us/webinar/register/WN\\_6si88YfnSEO6vGYiPi7\\_nw](https://centene.zoom.us/webinar/register/WN_6si88YfnSEO6vGYiPi7_nw))
- Thursday, December 3, 2020, 3 to 4 p.m. Pacific time  
([https://centene.zoom.us/webinar/register/WN\\_07gqvdEkSoW91Wf5gBqGSA](https://centene.zoom.us/webinar/register/WN_07gqvdEkSoW91Wf5gBqGSA))

- Tuesday, December 8, 2020, Noon to 1 p.m. Pacific time  
([https://centene.zoom.us/webinar/register/WN\\_u7bKhVTfTTGGahhRAyRSPSw](https://centene.zoom.us/webinar/register/WN_u7bKhVTfTTGGahhRAyRSPSw))
- Wednesday, December 9, 2020, 3 to 4 p.m. Pacific time  
([https://centene.zoom.us/webinar/register/WN\\_qetRgfuKRRqW2jtI30VBLw](https://centene.zoom.us/webinar/register/WN_qetRgfuKRRqW2jtI30VBLw))

## Questions?

Email the Access and Availability Team (<mailto:Access.Availability.PNM@healthnet.com>).

Last Updated: 11/02/2020

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