



**Topic of the Month  
December 2015  
Access to Care**

**MedStar Family Choice-Maryland HealthChoice Product  
MedStar Family Choice-District of Columbia Healthy Families  
MedStar Family Choice-District of Columbia HealthCare Alliance**

We request that all Primary Care offices, OB/GYN providers, and key specialties who participate in any MedStar Family Choice product confirm appointment accessibility two times a year. The results are used for quality assurance purposes. Please complete and fax this survey back to 410-933-3077 no later than December 18, 2015. You can contact Provider Relations at 800-905-1722, opt 5 with questions.

While we encourage every provider in our network to respond, responses are mandatory from providers/groups in the Specialties listed below,

- PCPs
- Endocrinology
- Oncology
- Podiatry
- OB/GYN
- General Surgery
- Orthopedics
- Pulmonology
- Cardiology
- Infectious Disease
- Otolaryngology (ENT)
- Rheumatology
- Dermatology
- Nephrology
- Pain Management
- Urology

**Date:** \_\_\_\_\_ **Provider/Group Name:** \_\_\_\_\_

**List Physicians in Group:** \_\_\_\_\_

**Office Manager Name:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**PRODUCT PARTICIPATION**

Which MedStar Family Choice product does your office participate in (Indicate all that apply):		
<input type="checkbox"/> Maryland Health Choice Product	<input type="checkbox"/> DC Healthy Families	<input type="checkbox"/> DC Healthcare Alliance
<input type="checkbox"/> MedStar Select	<input type="checkbox"/> MedStar Medicare Choice	

**APPOINTMENT ACCESBILITY**

Your office provides 24 hour phone coverage?	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
If yes, coverage is via (includes all products): <input type="checkbox"/> Answering service <input type="checkbox"/> Answering machine with emergency number <input type="checkbox"/> Beeper <input type="checkbox"/> Cell phone <input type="checkbox"/> Other			
Standard response time for provider to return member call is: <input type="checkbox"/> 0-15 min <input type="checkbox"/> 0-30 min <input type="checkbox"/> 0-60 min <input type="checkbox"/> up to 60 + min			
Same day Non-life-threatening emergency appointments are available to members. If no, then when? _____	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Emergent and or Urgent appointments are available within 24 hrs	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Urgent appointments are available within 48 hrs	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Routine office visits and physicals are available to members within 30 days of request.	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Patient wait time does not exceed 30 minutes after the scheduled appointment time to be seen for regular office visits	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Initial Health Assessments for pregnant and postpartum women are available within 10 calendar days after the request of an appointment	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	<input type="checkbox"/> NA
Initial Health Assessments for pregnant and postpartum women are available within 10 business days after the request of an appointment	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	<input type="checkbox"/> NA