



2017 State of California Provider Appointment Availability Survey (PAAS) Results

Out of the 3,598 psychiatrists (from the commercial lines of business) who were invited to participate in this survey, 940 responded or 26.1%.

Out of the 35,427 MHN non-MD level practitioners (from all lines of business) who were invited to participate in this survey, 11,589 responded or 32.7%.

2017 California Provider Appointment Availability Survey		
Line of Business	Rate of Compliance*	
	Urgent	Routine
MASTERS LEVEL PRACTITIONERS		
Commercial	91%	99%
Medi-Cal	91%	99%
EPO	91%	99%
Cal Medi-Connect	94%	99%
Medicare	91%	99%
Individual/Family Plan	91%	99%
MDS (Psychiatrists)		
Commercial	96%	99%

*Rate of Compliance is a calculation based on the survey results and is rounded up for reporting purposes, taking into account that members will call up to three providers for an appointment.