# 2019 State of California Provider Appointment Availability Survey (PAAS) Results

Out of the 5,620 MHN psychiatrists (from Commercial and Medi-Cal lines of business) who were asked to participate in this survey, 2,608 responded or 46.4%

Out of the 10,027 MHN non-physician mental health providers (from Commercial and Medi-Cal lines of business) who were asked to participate in this survey, 6,615 responded or 65.9%.

<table>
<thead>
<tr>
<th>PSYCHIATRISTS</th>
<th>Commercial</th>
<th>Medi-Cal</th>
<th>CalViva Health</th>
<th>Molina</th>
<th>CA Health &amp; Wellness</th>
<th>Cal Medi-Connect</th>
<th>EPO</th>
<th>Medicare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent-48 hour</td>
<td>40%</td>
<td>45%</td>
<td>41%</td>
<td>52%</td>
<td>31%</td>
<td>45%</td>
<td>41%</td>
<td>42%</td>
</tr>
<tr>
<td>Urgent-96 hour</td>
<td>51%</td>
<td>54%</td>
<td>53%</td>
<td>63%</td>
<td>41%</td>
<td>54%</td>
<td>51%</td>
<td>52%</td>
</tr>
<tr>
<td>Routine-New or Existing Patients*</td>
<td>76%</td>
<td>78%</td>
<td>78%</td>
<td>80%</td>
<td>66%</td>
<td>79%</td>
<td>76%</td>
<td>76%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NON-PHYSICIAN MENTAL HEALTH PROVIDERS</th>
<th>Commercial</th>
<th>Medi-Cal</th>
<th>CalViva Health</th>
<th>Molina</th>
<th>CA Health &amp; Wellness</th>
<th>Cal Medi-Connect</th>
<th>EPO</th>
<th>Medicare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent-48 hour</td>
<td>50%</td>
<td>54%</td>
<td>70%</td>
<td>50%</td>
<td>57%</td>
<td>58%</td>
<td>49%</td>
<td>48%</td>
</tr>
<tr>
<td>Urgent-96 hour</td>
<td>62%</td>
<td>66%</td>
<td>75%</td>
<td>62%</td>
<td>71%</td>
<td>61%</td>
<td>60%</td>
<td>60%</td>
</tr>
<tr>
<td>Routine-New or Existing Patients*</td>
<td>74%</td>
<td>77%</td>
<td>91%</td>
<td>75%</td>
<td>89%</td>
<td>74%</td>
<td>73%</td>
<td>71%</td>
</tr>
</tbody>
</table>

*15 business days for Psychiatrists, 10 business days for Non-Physician Mental Health Providers