



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%.

PSYCHIATRISTS	PSYCHIATRISTS							
	Commercial	Medi-Cal	CalViva Health	Molina	CA Health & Wellness	Cal Medi-Connect	EPO	Medicare
Urgent-48 hour	40%	45%	41%	52%	31%	45%	41%	42%
Urgent-96 hour	51%	54%	53%	63%	41%	54%	51%	52%
Routine-New or Existing Patients*	76%	78%	78%	80%	66%	79%	76%	76%

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

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