



2020-2021 All States Provider Appointment Availability Survey (PAAS) Results

California Psychiatrists	Commercial HMO/PPO & MHN Standalone	Commercial EPO	Medicare	Medi-Cal	Cal Medi-Connect	CA Health & Wellness
Urgent-48 hours	36%	37%	36%	37%	39%	23%
Urgent-96 hours	55%	55%	53%	50%	54%	40%
Routine-New or Existing Patients*	85%	84%	83%	86%	80%	82%
California Non-Physicians	Commercial HMO/PPO & MHN Standalone	Commercial EPO	Medicare	Medi-Cal	Cal Medi-Connect	CA Health & Wellness
Urgent-48 hours	45%	45%	49%	53%	69%	51%
Urgent-96 hours	65%	65%	67%	69%	81%	64%
Routine-New or Existing Patients*	86%	87%	87%	87%	87%	84%

Oregon Psychiatrists	Commercial	Medicare
Urgent-48 hours	31%	50%
Urgent-96 hours	41%	50%
Routine-New Patients*	62%	58%
Oregon Non-Physicians	Commercial	Medicare
Urgent-48 hours	21%	20%
Urgent-96 hours	34%	31%
Routine-New Patients*	32%	30%

Washington Psychiatrists	Commercial	Medicare
Urgent-48 hours	50%	n/a
Urgent-96 hours	50%	n/a
Routine-New Patients*	0%	0%
Washington Non-Physicians	Commercial	Medicare
Urgent-48 hours	29%	36%
Urgent-96 hours	38%	39%
Routine-New Patients*	40%	38%

*15 business days for Psychiatrists; 10 business days for Non-Physician Mental Health Providers
n/a = zero responses