



2021-2022 All States Provider Appointment Availability Survey (PAAS) Results

| California Psychiatrists | Commercial HMO | Commercial EPO/PPO & MHN Standalone | Medi-Cal | California Health & Wellness | Medicare | Cal Medi-Connect |
|-----------------------------------|----------------|-------------------------------------|----------|------------------------------|----------|------------------|
| Urgent-48 hours | 35% | 35% | 38% | 33% | 37% | 36% |
| Urgent-96 hours | 41% | 41% | 46% | 40% | 46% | 45% |
| Routine-New or Existing Patients* | 61% | 61% | 67% | 53% | 62% | 64% |
| California Non-Physicians | | | | | | |
| Urgent-48 hours | 43% | 43% | 45% | 35% | 40% | 42% |
| Urgent-96 hours | 60% | 60% | 57% | 48% | 53% | 53% |
| Routine-New or Existing Patients* | 77% | 77% | 73% | 67% | 72% | 69% |

| Health Net Oregon Psychiatrists | Commercial | Medicare |
|----------------------------------|------------|----------|
| Urgent-48 hours | 48% | 57% |
| Urgent-96 hours | 61% | 71% |
| Routine-New Patients* | 29% | 21% |
| Health Net Oregon Non-Physicians | | |
| Urgent-48 hours | 21% | 22% |
| Urgent-96 hours | 32% | 33% |
| Routine-New Patients* | 36% | 36% |

| Health Net Oregon in Washington Psychiatrists | Commercial | Medicare |
|--|------------|----------|
| Urgent-48 hours | 17% | 0% |
| Urgent-96 hours | 50% | 33% |
| Routine-New Patients* | 40% | 33% |
| Health Net Oregon in Washington Non-Physicians | | |
| Urgent-48 hours | 19% | 19% |
| Urgent-96 hours | 33% | 44% |
| Routine-New Patients* | 53% | 53% |

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