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## ALL PLAN LETTER

**DATE:** April 29, 2020

**TO:** All Full Service and Behavioral Health Plans Required to Submit Annual Timely Access Compliance Reports

**FROM:** Dan Southard  
Deputy Director, Office of Plan Monitoring (OPM)

**SUBJECT:** APL 20-018 – COVID-19 (OPM) Modification of Timely Access Provider Appointment Availability Surveys (PAAS) Timeframes

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Health and Safety Code section 1344(a) allows the Director of the Department of Managed Health Care (DMHC) to "waive any requirement of any rule or form in situations where in the director's discretion that requirement is not necessary in the public interest or for the protection of the public, subscribers, enrollees, or persons or plans subject to" the Knox-Keene Act. In light of the COVID-19 State of Emergency, the Director has determined that certain requirements related to the administration of the measurement year (MY) 2020 Provider Appointment Availability Survey (PAAS) are modified, as follows:

Currently, Health and Safety Code section 1367.03(f)(3) and page 11 of the PAAS Methodology require health plans to complete the administration of the PAAS between April 1 and December 31. For MY 2020, health plans shall begin administration of the PAAS no earlier than August 1, 2020.

If you have questions regarding this All Plan Letter, please contact the DMHC Timely Access Team at [TimelyAccess@dmhc.ca.gov](mailto:TimelyAccess@dmhc.ca.gov).