

2020 provider appointment availability survey results

In 2020, UnitedHealthcare Community Plan of California conducted a care provider appointment availability survey to make sure our care providers are following the California Department of Managed Health Care (DMHC) requirements for these services. The survey results are listed below.

	Number responded to MY2020 survey	MY 2019 results (Goal >80%)	MY 2020 results (Goal >80%)	Goal met (Y/N)
Primary Care Providers				
Urgent care access (within 48 hours with no prior authorization)	223	71%	79% ↑	N
Non-urgent visits (within 10 days)	223	88%	92% ↑	Y
Specialists				
Urgent care access (within 96 hours with prior authorization)	142	50%	57% ↑	N
Non-urgent visits (within 15 days)	142	60%	78% ↑	N
Ancillary				
Non-urgent visits (within 15 days):	65	99%	95% ↓	Y

Questions?

If you have questions, please email the Quality Department at uhccscaqualitydepartment_dl@ds.uhc.com. Thank you.