



MEMORANDUM

DATE: September 15, 2020
TO: Santé Physicians
FROM: Kelly Lilles, Director, Physician Services
RE: 2nd Reminder: DMHC Timely Access to Care – Telehealth Visits

Great News!

This year, the DMHC allows telehealth visits to be counted as a regular visit in compliance with the DMHC's requirements of **Timely Access to Care**. Health plans will be conducting the Provider Appointment Access Survey (PAAS) during the fall months. Some of the health plans managed by Santé will be utilizing **Sutherland Healthcare Solutions** to conduct this survey.

It is imperative that our providers abide by the DMHC guidelines to be in compliance.

Appointment Type	Appointment Required Within
Urgent Care – prior auth NOT required by health plan	48 hours
Urgent Care – prior auth required by health plan	96 hours
Non-Urgent Primary Care Physician Appointment	10 business days
Non-Urgent Specialty Physician Appointment	15 business days
Non-Urgent Mental Health Appointment – non-physician	10 business days
Non-Urgent Ancillary Provider Appointment	15 business days

For questions or concerns, please call the Santé Customer Service Department at (559) 228-5410.