



<b>Policy and Procedure No: PR 23.2</b>	<b>Revision No: 2</b>
<b>Division: Care Management</b>	
<b>Department: Provider Relations</b>	
<b>Title: PHC-CA DMHC Timely Access Reporting - Enrollee Experience Survey</b>	
<b>Effective Date: 11/1/2023</b>	
<b>Supersedes Policy No: PR 23.0, PR 23.1</b>	
<b>Reviewed/Revised by: Michael O'Malley</b>	<b>Review/Revision Date: 12/1/2025</b>
<b>Approving Committee: Member Provider Committee</b>	<b>Date: 12/15/2025</b>
<b>Executive Oversight Committee Date: 12/16/2025</b>	

**Purpose:**

To describe how PHC California (the Health Plan) will meet the annual timely access reporting (TAR) requirements related to the enrollee experience survey.

**Policy:**

1. The Health Plan shall conduct an enrollee experience survey annually that:
  - a. Is conducted in accordance with a statistically valid and reliable survey methodology.
  - b. Obtains enrollees' perspectives and concerns regarding their experience obtaining timely appointments for health care services.
  - c. Informs enrollees of their right to obtain an appointment within each of the time-elapsd standards set forth in tit. 28 § 1300.67.2.2 subsections (c)(1) and (5), and their right to receive interpreter services at that appointment, as required by subsection (c)(4) of the aforementioned Rule. The requirement to notify enrollees who are surveyed about their right to obtain a timely appointment shall be in addition to the notice requirements set forth in section 1367.031 of the Knox-Keene Act. The notice may be included in the survey or in a document attached to the survey.
  - d. Evaluates the experience of limited English proficient enrollees in obtaining interpreter services by obtaining the enrollee's perspectives and concerns regarding:
    - i. Coordination of appointments with an interpreter;
    - ii. Availability of interpreters who speak the enrollee's preferred language; and
    - iii. Quality of interpreter services received.
  - e. Is translated into the enrollee's preferred language, in those situations where:
    - i. The Health Plan is aware of the enrollee's preferred language;
    - ii. The enrollee's preferred language is one of the top fifteen (15) languages spoken by limited English proficient individuals in California as determined by the Department of Health Care Services

2. The Health Plan files its enrollee experience survey with the Department of Managed Health Care (DMHC). The Health Plan shall include results of the most recent annual enrollee experience survey and a comparison with the results of the prior year's survey, including a narrative of the relative change in survey results.
3. The Health Plan shall use a DMHC-approved vendor to conduct the enrollee experience survey using a DMHC approved survey instrument. (See Appendices.)

**Procedure:**

1. The Health Plan Administrator, in collaboration with the National Director of Quality, contract with a DMHC approved vendor to execute the enrollee experience survey. He or she is responsible to provide the vendor with the necessary enrollee data to distribute the survey. He or she oversees the survey process.
2. The Health Plan Administrator, in collaboration with the National Director of Contracting and Provider Relations, is responsible to file the survey instrument and survey results with any needed narratives to DMHC.

**Definitions:**

None

**Monitoring:**

1. The Compliance Officer or his or her designee monitors the annual TAR for timely and complete submission.
2. This policy is updated as often as necessary and reviewed and approved annually by the Member Provider Committee

**Reference:**

Cal. Code Regs. tit. 28 § 1300.67.2.2



## Appendix I: Enrollee Experience Survey - Cover Letter

LOGO HERE

Dear «FIRST NAME» «LAST NAME»:

At «HEALTH PLAN», we are committed to providing exceptional service to our members and are always looking for ways to improve. Health plans must ensure their network of providers, including doctors, can provide enrollees with a timely appointment. We'd love to have your feedback, please complete the enclosed survey to help us understand how we can serve you better. The survey will take less than 10 minutes to complete.

You can complete the survey by visiting [www.sphsurvey.com](http://www.sphsurvey.com) or by using your phone's camera to scan the QR code below. On this website, you will be asked for the private username and password below. Additional languages are also available.

Respond now at [www.sphsurvey.com](http://www.sphsurvey.com)

Username: <<Username>>

Password: <<Password>>



Thank you for helping to make a better health care experience.

Sincerely,

«HEALTH PLAN»

Q157329

<<id\_dss>>

## Appendix II: Enrollee Experience Survey - Survey Questions

### California Timely Access Requirements (CalTAR) English

Udef02=language  
Udef09=health plan name

Pcell is the first number. udef02 at the end of each items is udef02.

1. Arabic = 22
2. Armenian = 27
3. Central Khmer (Cambodian) = 77
4. Chinese = 86
5. English = 1
6. Farsi = 495
7. Hindi = 178
8. Hmong = 181
9. Japanese = 205
10. Korean = 236
11. Lao (Laotian) = 249
12. Lu Mien (Mien) = 497
13. Punjabi = 341
14. Russian = 364
15. Spanish = 2
16. Tagalog = 416
17. Thai = 426
18. Vietnamese = 460

**(THERE IS A FULL SURVEY (QUESTIONS 1-27) AND THEN CORE MODULE (QUESTIONS 1-14). DIFFERENCES IN THE CORE SURVEY WILL BE INDICATED IN THE DOCUMENT.)**

#### (INTRO)

At <HEALTH PLAN>, we are committed to providing exceptional service to our members and are always looking for ways to improve. Health plans must ensure their network of providers, including doctors, can provide enrollees with a timely appointment. We'd love to have your feedback, please complete the survey to help us understand how we can serve you better. The survey will take less than 10 minutes to complete.

Your survey is now available. Please take this short survey to help us understand how well we are doing. Your answers are kept confidential and will be used to improve quality.

#### TIMELINESS AND EASE OF GETTING CARE

Q01. In the last 12 months, if you had any problems getting care for routine health care, what was the problem? (Mark all that apply)

- a Getting a timely appointment with my personal doctor
- b Getting a timely appointment with any other doctor or provider in the practice, including a specialist
- c Finding a location near me
- d Getting transportation
- e Affording the costs of care
- f Getting approval from my health plan
- g Getting an interpreter for my appointment
- h Other
- i I had no problems getting a timely appointment for routine care

Q02. In the last 12 months, if you had any problems getting care you needed right away (for example: for an illness, injury, or condition), what was the problem? (Mark all that apply)

- a Getting an appointment right away
- b Finding a location near me
- c Getting transportation
- d Affording the cost of care
- e Getting approval from my health plan
- f Getting an interpreter for my appointment
- g Other
- h I had no problems getting timely appointments for care I needed right away

LANGUAGE SERVICES

Q03. Is English your preferred language for talking to a doctor or with your health plan about health care?

- 1 Yes **(GO TO Q15)**
- 2 No

WRITTEN INFORMATION FROM DOCTORS

Q04. Have you received written materials in your preferred language from any doctors in the past 12 months?

- 1 Yes
- 2 No, but I was aware of this service **(GO TO Q06)**
- 3 No, I was not aware this service was an option **(GO TO Q06)**
- 4 Don't know **(GO TO Q06)**

Q05. Written Information from Doctors

- a Doctors gave me written information I needed in my language quickly
- b If doctors did not have written information in my language, they were able to translate it for me
- c I was able to understand the written information doctors gave me
- d I was able to follow the written instructions doctors gave me
- e I believe I got the same written information an English speaker would get
- f The written information doctors gave me met my language needs

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly Agree
- 6 N/A

VERBAL TRANSLATION FROM DOCTORS

Q06. Have you talked with any doctors in the past 12 months?

- 1 Yes
- 2 No **(GO TO Q10)**
- 3 Don't Know **(GO TO Q10)**



Q07. When you talked with doctors, did someone interpret for you in your preferred language?

- 1 Yes
- 2 No, but I was aware of this service (GO TO Q10)
- 3 No, I was not aware this service was an option (GO TO Q10)
- 4 Don't know (GO TO Q10)

Q08. Who helped you interpret in talking with doctors? (Mark all that apply)

- a An outside interpreter service
- b Someone else in the doctor's office was able to translate (nurse, staff member etc.)
- c I brought a friend or family member with me to translate
- d The doctor could speak my language
- e Other

Q09. Verbal Translation with your Doctor

- a Interpreters were provided for me quickly
- b Interpreters were able to understand what I was saying
- c I was able to understand the information interpreters gave me
- d I believe I got the same information an English speaker would get
- e I was able to follow the instructions interpreters gave me
- f Interpreters protected my privacy
- g Interpreters showed courtesy and respect
- h Interpreters were able to meet my language needs

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly Agree
- 6 N/A

WRITTEN INFORMATION FROM YOUR HEALTH PLAN

Q10. Have you received written materials in your preferred language from your health plan in the past 12 months?

- 1 Yes
- 2 No, but I was aware of this service (GO TO Q12)
- 3 No, I was not aware this service was an option (GO TO Q12)
- 4 Don't know (GO TO Q12)



Q11. Written Information from your Health Plan

- a My health plan gave me written information I needed in my language quickly
- b If my health plan did not have written information in my language, they were able to translate it for me
- c I was able to understand the written information my health plan gave me
- d I was able to follow the written instructions my health plan gave me
- e I believe my health plan gave me the same written information they would give an English speaker
- f The written information my health plan gave me met my language needs

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly Agree
- 6 N/A

VERBAL TRANSLATION FROM YOUR HEALTH PLAN

Q12. Have you talked with anyone from your health plan on the phone in the past 12 months?

- 1 Yes
- 2 No (GO TO Q15)
- 3 Don't Know (GO TO Q15)

Q13. When you talked with your health plan on the phone, did they provide an interpreter for your preferred language?

- 1 Yes
- 2 No, but I was aware of this service (GO TO Q15)
- 3 No, I was not aware this service was an option (GO TO Q15)
- 4 Don't know (GO TO Q15)

Q14. Verbal Translation from your Health Plan

- a Interpreters were provided for me quickly
- b Interpreters were able to understand what I was saying
- c I was able to understand the information interpreters gave me
- d I believe my health plan told me the same information they would give an English speaker
- e I was able to follow the instructions interpreters gave me
- f Interpreters showed courtesy and respect
- g Interpreters my health plan provided were able to meet my language needs

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly Agree
- 6 N/A



**(CORE SURVEY END)**

Q15. Overall Ratings

- a I understand my treatment or care plan
- b I understand the medications doctors prescribed
- c I am confident I can manage my own health

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither agree nor disagree
- 4 Agree
- 5 Strongly Agree
- 6 N/A

Q16. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- 0 0 Worst health plan possible
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best health plan possible

Q17. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate your health care in the last 12 months?

- 0 0 Worst health care possible
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best health care possible

**ABOUT YOU**

Q18. How well do you speak English?

- 1 Very well
- 2 Well
- 3 Not well
- 4 Not at all



Q19. In what language do you prefer to receive your medical care?

- 1 English
- 2 Arabic
- 3 Armenian
- 4 Chinese
- 5 Hindi
- 6 Hmong
- 7 Japanese
- 8 Korean
- 9 Mon-Khmer, Cambodian
- 10 Panjabi
- 11 Persian (Farsi)
- 12 Russian
- 13 Spanish
- 14 Tagalog
- 15 Thai
- 16 Vietnamese
- 17 Sign Language(s)
- 18 Other

Q20. In what language do you prefer to read healthcare-related materials?

- 1 English
- 2 Arabic
- 3 Armenian
- 4 Chinese
- 5 Hindi
- 6 Hmong
- 7 Japanese
- 8 Korean
- 9 Mon-Khmer, Cambodian
- 10 Panjabi
- 11 Persian (Farsi)
- 12 Russian
- 13 Spanish
- 14 Tagalog
- 15 Thai
- 16 Vietnamese
- 17 Other

Q21. Are you of Hispanic or Latino origin or descent?

- 1 No, Not Hispanic or Latino
- 2 Yes, Puerto Rican
- 3 Yes, Mexican, Mexican American, Chicano
- 4 Yes, Cuban
- 5 Yes, other Spanish/Hispanic/Latino
- 6 Prefer not to answer

Q22. What is your race? Mark one or more.

- a White
- b Black or African-American
- c American Indian or Alaska Native
- d Asian Indian
- e Chinese
- f Filipino
- g Japanese
- h Korean
- i Vietnamese
- j Other Asian
- k Native Hawaiian
- l Guamanian or Chamorro
- m Samoan
- n Other Pacific Islander
- o Other
- p Prefer not to answer

Q23. Gender: What is your gender?

- 1 Male
- 2 Female
- 3 Transgender man/trans man
- 4 Transgender woman/trans woman
- 5 Genderqueer, gender nonconforming neither exclusively male nor female
- 6 Additional gender category (or other)
- 7 Decline to answer

Q24. Sexual Orientation: Do you think of yourself as:

- 1 Straight or heterosexual
- 2 Lesbian or gay
- 3 Bisexual
- 4 Queer, pansexual, and/or questioning
- 5 Something else
- 6 Don't know
- 7 Decline to answer

Q25. What is the highest grade or level of school that you have completed?

- 1 8th grade or less
- 2 Some high school, but did not graduate
- 3 High school graduate or GED
- 4 Some college or 2-year degree
- 5 4-year college graduate
- 6 More than 4-year college degree

Q26. In general, how would you rate your overall health?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

Q27. In general, how would you rate your overall mental or emotional health?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

**END:**

Know your healthcare rights. Click [here](#) for more information. **(DISPLAY APPOINTMENT AVAILABILITY PAGE IN A POPUP)**

This survey is completed. Thank you very much for your participation.

You can now close your browser or go to another website.

### Appendix III: Enrollee Experience Survey – Email Invitation

Dear <FIRST NAME> <LAST NAME>:

At <HEALTH PLAN>, we are committed to providing exceptional service to our members and are always looking for ways to improve. Health plans must ensure their network of providers, including doctors, can provide enrollees with a timely appointment. We'd love to have your feedback, please complete the enclosed survey to help us understand how we can serve you better. The survey will take less than 10 minutes to complete.

Please consider filling out this survey by clicking the button below.

[Share Your Feedback](#)

You can also visit [www.sphsurvey.com](http://www.sphsurvey.com) and enter the following username and password:

User name: «MEMBER UNIQUE USERNAME »

Password: «MEMBER UNIQUE PASSWORD»

Thank you for helping to make a better health care experience.

Sincerely,  
<HEALTH PLAN>