



Policy and Procedure No: PR 26.1		Revision No: 1
Division: Care Management		
Department: Provider Relations		
Title: PHC-CA Notice to Contracted Providers Regarding Corrective Action Plan for Timely Access and/or Network Deficiencies		
Effective Date: 1/1/2024		
Supersedes Policy No: PR 26.0		
Reviewed/Revised by: Michael O'Malley		Review/Revision Date: 12/1/2025
Approving Committee: Member Provider Committee		Date: 12/15/2025
Executive Oversight Committee Date: 12/16/2025		

Purpose:

To describe how PHC California (the Health Plan) provides advance written notice to all contracted providers affected by a corrective action plan (CAP) to remedy timely access and network adequacy deficiencies and the contents of such notice.

Policy:

1. The Health Plan’s quality assurance process for network monitoring ensures the Health Plan takes all necessary and appropriate action to identify the cause(s) underlying identified timely access and network adequacy deficiencies and to bring its network into compliance.
2. The Health Plan provides advance notice to contracted providers who are affected by a CAP necessitated when the Health Plan’s compliance monitoring of its provider network discloses that it is not sufficient to ensure timely access and network adequacy.
3. The Health Plan includes the following in the written advance notice:
 - a. Description of the identified deficiencies;
 - b. Rationale for the CAP;
 - c. The name and telephone number of the person authorized to respond to provider enquiries regarding the plan’s CAP.

Procedure:

1. The Director of Contracting and Provider Relations is responsible to monitor network timely access and adequacy pursuant to Policy and Procedure PR 2 PHC-CA Access and Availability and PR 11 PHC-CA DMHC Timely Access to Care, and PR 1 PHC-CA Network Development and Management.
2. In the event monitoring reveals a timely access or network adequacy deficiency, the Director of Contract and Provider Relations, in collaboration with the Compliance Officer, issues a CAP to address the deficiencies. The Contracting and Provider Relations Director or his or her designee is responsible for issuing advance notice to affected contract providers pursuant to this policy and procedure.

Definitions:

None

Monitoring:

This policy is updated, as necessary, reviewed and approved annually by the Member Provider Committee.

References:

1. Cal. Code Regs. tit. 28 § 1300.67.2.2(d)(3)
2. Cal. Code Regs. Tit. 28 § 1300.67.2.3(a)(3)

