



Dear MetroPlusHealth Providers and Office Staff,

MetroPlusHealth will be conducting its quarterly Patient **Access and Availability Survey** beginning on or around May 11<sup>th</sup>, 2026, and concluding in Mid-June. This survey is conducted by phone to ensure provider office compliance with New York State appointment setting regulations related to patient access to care.

MetroPlusHealth is committed to supporting our provider's offices throughout this process. To assist with your preparation, please review the Access and Availability Standards flyers linked below which outline the expected appointment setting criteria that NYS Medicaid regulations require. These materials may be used as a reference and should be shared with all relevant staff that answer the office phone and/or are responsible for patient appointment scheduling.

[Medical & Dental Access and Availability Standards](#)

[Behavior Health Access and Availability Standards](#)

During the phone survey, your front-line office staff, and/or those staff that schedule patient appointments will be asked specific questions related to appointment scheduling for routine, sick and emergent patient scenarios. Responses must align with New York State Medicaid Access and Availability standards to achieve a passing score, which for some of you is tied to our Pay for Performance program. Our utmost focus, however, is making sure that your office abides by the NYS Medicaid Access and Availability standards for all MetroPlusHealth patients.

If you have any questions regarding this notice, please contact MetroPlusHealth at: [ProviderRelationsOps@metroplus.org](mailto:ProviderRelationsOps@metroplus.org).

We appreciate your continued cooperation and commitment to providing timely access to care for our members.

Thank You,

MetroPlusHealth