



Iowa Wellness Plan Patient Access Survey

Provider Name:	NPI:
Specialty:	County Name:
Telephone Number:	County Number:
Current # of Iowa Wellness Members:	Enrollment Cap:

1. Contact name? (Who answered these questions?)	
2. How long have you been operating at this practice?	
3. Are you currently accepting new Iowa Wellness Plan patients?	
4. If calling today to schedule a routine service, would the patient be scheduled within 4-6 weeks?	
5. If calling today with a persistent medical situation, would the patient be seen within 48 hours?	
6. If calling today with an urgent medical situation, would the patient be seen within 24 hours?	
7. Do you leave openings each day for members who are ill and wish to be seen that same day?	
8. Which staff member usually makes the determination that a member should be seen the same day they call?	
9. What do you usually do if your schedule is full and you have a member who you feel needs to be seen as soon as possible?	
10. Does your office/clinic provide access to routine and urgent care appointments outside of regular business hours?	
11. Does your office provide continuity of medical record information for care and advice when office is not open?	
12. Does your office provide timely clinical advice by telephone such as a Nurse line or On Call provider when the office is not open?	
13. Does your office provide timely clinical advice using a secure, interactive electronic system when the office is not open?	
14. Does your office document after hours clinical advice in patients records?	
15. Does your office utilize Electronic Health Records (EHR)?	
16. Is there any question you would like to ask me regarding the Iowa Wellness Plan or the IME Managed Care program?	

Thank you for taking time to talk with me and for provider for his/her participation in the Iowa Wellness Plan. If you have any questions, please feel free to contact the IME Provider Services Unit at 515-256-4609 or 1-800-338-7909.