

**An Important Message from  
The Texas Health and Human Services Commission (HHSC)**

## **2023 Appointment Availability Primary Care Provider and Behavioral Health Care Study Conference Call**

### **Background:**

HHSC, in coordination with the Institute for Child Health Policy at the University of Florida (the external quality review organization for Texas Medicaid and CHIP), conducts the Appointment Availability (AA) Study for four types of care.

### **Key Details:**

HHSC received the results of the 2023 AA Primary Care Provider and Behavioral Health Care studies. The raw data was posted to TexConnect on Sept. 14 in the MCO Notice, titled “2023 Appointment Availability Primary Care Provider Study Raw Data Now Available”. The Quality Assurance team will host a conference call with MCOs to discuss overall results of the study.

See attached for the results of the study and below for conference call information.

- **Who:** MCO Quality Director’s
- **When:** October 3, 2023, from 2:30 pm – 3:30 pm
- **Call-in information:**

- o Microsoft Teams meeting:

**Join on your computer, mobile app or room device**

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Meeting ID: 226 454 710 515

Passcode: SgMMGu

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**Or call in (audio only):**

[+1 512-580-4366,,589051240#](tel:+15125804366589051240) United States, Austin

Phone Conference ID: 589 051 240#