

January 23, 2025

2025 APPOINTMENT AVAILABILITY PRIMARY CARE STUDY - PROVIDER DIRECTORY REQUEST DUE JAN. 31, 2025

BACKGROUND

HHSC, in coordination with the external quality review organization (EQRO), conducts the Appointment Availability Primary Care Study. The study is conducted by the Institute for Child Health Policy at the University of Florida – the external quality review organization for Texas Medicaid and CHIP. HHSC is beginning work on the 2025 Appointment Availability Primary Care Provider study.

HHSC requests member-facing directory information to conduct the study.

SUMMARY OF REQUEST

The attached template must be completed with provider directory information for primary care providers only. The template contains example data and instructions. Delete the example data and provide a list of all primary care providers in the member facing provider directory.

Do not alter the template and complete all fields for which information is available.

ACTION

Complete all fields and do not alter the template. Upload the completed template to the Ad Hoc Deliverables page in TexConnect. The completed template is due no later than Jan. 31, 2025.

Uploading to Ad Hoc Deliverables:

- Download the SFY 2025 AA study_PCP directory request template, complete and save it
- Go to Ad Hoc Deliverables, located under “Deliverables” on the home page of TexConnect
- You must have the “MCO Adhoc Deliverable Inquiry” and “MCO Adhoc Deliverable Upload” roles to access and upload these deliverables
- Find the associated Ad Hoc Deliverable name – 2025 Appointment Availability Primary Care Provider – and use the upload button to upload your completed template
- TexConnect will automatically notify HHSC staff about the completed submission

RESOURCES

[Provider Directory Template - SFY 2025 AA study_PCP directory request](#)