

## ACCESS STANDARDS

Type of Appointment	Requirements	Timeframe
Urgent Care Appointment (with a PCP)	For services that do not require prior authorization	Within 48 hours of the <i>request</i> for the appointment
Urgent Care Appointment (with a PCP)	For service that require prior authorization	Within 96 hours of the request for the appointment
Non urgent appointments for primary care	Regular and routine care	Within 10 business days of the <i>request</i> for the appointment
Non urgent appointments with specialists		Within 15 business days of the appointment
Access to after -hours care (with a PCP)		Ability to contact on-call physician after hours within 30 minutes for urgent issues  Appropriate after-hours emergency instructions
In-office wait time for scheduled appointments (PCPs and SCPs)		Not to exceed 15 minutes
<b>Appointment Access Standards- Behavioral Health</b>		
Non-urgent appointments with a non-physician behavioral health care provider		Within 10 business days of request for the appointment
Access to urgent care		Within 48 hours of request
Access to non-life-threatening emergency care		Within 6 hours of request
Access to life threatening emergency care		Immediately
Access to follow-up care after hospitalization for mental illness		Within 7 business days of request (initial visit) Within 30 business days of request (second visit)
<b>Appointment Access Standards- Medi-Cal</b>		
Non-urgent appointments with a PCP (regular and routine care)		Within 10 business days of the <i>request</i>
Access to physical exams and wellness checks		Within 30 calendar days of request
Non urgent appointments with specialists		Within 15 business days of the appointment
Non urgent appointments for ancillary services for the diagnosis or treatment of injury, illness or other health condition		Within 15 business days of request
Urgent care services that do not require prior authorization	Includes appointment with any physician, nurse practitioner, physician assistant in PCP in PCP's office	Wait time not to exceed 48 hours
Urgent care services that require prior authorization (SCPs)	Includes SCPs and others	Within 96 hours of request
After hour care with a PCP	Must have appropriate after-hour emergency instructions	Ability to contact on-call physician after hours within 30 minutes for urgent issues
Access to first prenatal visit		Within 5 business days of request
Access to well-child visit with PCP		Within 10 business days of request
Access to PCP or designee	Must have recording on answering machine.	24 hours a day, 7 days a week
Initial health assessment (members 18 months and older)		Within 120 days of enrollment
Initial health assessment (members under 18 months)		Within 60 days of enrollment