

Standard ¹	Medi-Cal	L.A. Care Covered	Cal-MediConnect
Primary Care Providers:			
(PCP) Accessibility Standards:			
Routine Primary Care Appointment (Non-Urgent) Services for a patient who is symptomatic but does not require immediate diagnosis and/or treatment.	< 10 business days of request		
Urgent Care - Services for a non-life threatening condition that could lead to a potentially harmful outcome if not treated in a timely manner.	< 48 hours of request		
Emergency Care - Services for a potentially life threatening condition requiring immediate medical intervention to avoid disability or serious detriment to health.	Immediate, 24 hours a day, 7 days per week		
Preventive health examination (Routine)	< 10 business days of request	< 10 business days of request	< 30 calendar days of request
First Prenatal Visit - A periodic health evaluation for a member with no acute medical problem.	< 14 calendar days of request	< 10 business days of request	< 14 calendar days of request
Specialty Care Provider (SCP) Accessibility Standards:			
Routine Specialty Care Physician Appointment (including Behavioral Health Physician)	< 15 business days of request		
Urgent Care - Services for a non-life threatening condition that could lead to a potentially harmful outcome if not treated in a timely manner.	< 96 hours, if prior authorization is required		
Ancillary Care Accessibility Standards:			
Non-Urgent-Ancillary Appointment	< 15 business days of request		
Behavioral Health Care Accessibility Standards:			
Routine Appointment	< 15 business days of request (Physicians) < 10 business days of request (Non-Physicians)		
Urgent Care - Services for a non-life threatening condition that could lead to a potentially harmful outcome if not treated in a timely manner.	< 48 hours of request		
Life Threatening Emergency	Immediately		
Non-Life Threatening Emergency	< 6 hours of request		
Emergency Services	Immediate, 24 hours a day, 7 days per week		
After-Hours Care Standards:			
After Hours Care - Physicians (PCPs, Behavioral Health Providers and Specialists, or covering physicians) are required by contract to provide 24 hours a day, 7 days per week coverage to members. <small>*Clinical advice can only be provided by appropriately qualified staff, e.g., physician, physician assistant, nurse practitioner or RN.</small>	<ul style="list-style-type: none"> Automated systems must provide emergency 911 instructions; and Automated system or live party (office or professional exchange service) answering the phone must offer a reasonable process to connect the caller to the PCP, Behavioral Health Provider and Specialist, or covering practitioner, or offer a call-back from the PCP, Behavioral Health Provider, Specialist, covering practitioner or triage/screening clinician within 30 minutes. <small>If process does not enable the caller to contact the PCP, Behavioral Health Provider, Specialist, or covering practitioner directly, the "live" party must have access to a practitioner or triage/screening clinician for both urgent and non-urgent calls.</small>		
Practitioner Telephone Responsiveness:			
In-Office Waiting Room Time - The time after a scheduled medical appointment a patient is waiting to be taken to an exam room to be seen by the practitioner.	Within 30 minutes		
Speed of Telephone Answer (Practitioners Office) - The maximum length of time for practitioner office staff to answer the phone.	Within 30 seconds		
Missed Appointments - The time after a missed appointment that a patient is contacted to reschedule their appointment.	Within 48 hours		

¹ Unless otherwise stated, the requirement is 100% compliance.