



Access to Care Quick Tip



L.A. Care
HEALTH PLAN®

Standard¹

Medi-Cal

L.A. Care Covered

**Dual Eligible
Special Needs Plan**

Primary Care Provider (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 Appointment - 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 (Pediatrics) ≤ 30 calendar days of request (Adults)		
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 Appointment (Non-Urgent) (including Behavioral Health Physician)	≤ 15 business days of request		
Urgent Care Appointment - 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:

Routine Ancillary Appointment (Non-Urgent)	≤ 15 business days of request		
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Behavioral Health Care Accessibility Standards:

Routine Behavioral Care Appointment (Non-Urgent)	≤ 15 business days of request (Physicians) ≤ 10 business days of request (Non-Physicians)		
Non-Urgent Follow Up Appointment - Non-urgent follow up appointments with a non-physician mental health care or substance use disorder provider	Within 10 business days of the prior appointment (Non-Physicians)		
Urgent Care Appointment - 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 Care	Immediate, 24 hours a day, 7 days per week		

After-Hours Care Standards:

<p>After Hours Care - Physicians (PCPs or covering physicians) are required by contract to provide 24 hours a day, 7 days per week coverage to members.</p> <p><small>*Clinical advice can only be provided by appropriately qualified staff, e.g., physician, physician assistant, nurse practitioner or RN.</small></p>	<ul style="list-style-type: none"> Automated systems must provide emergency 911 instructions. 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 or covering practitioner. Offer a call-back from the PCP covering practitioner or triage/screening clinician within 30 minutes. <p><small>If process does not enable the caller to contact the PCP 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></p>		
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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.	≤ 30 minutes		
Speed of Telephone Answer (Practitioners Office) - The maximum length of time for practitioner office staff to answer the phone.	≤ 30 seconds		

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

