



# Access to Care Quick Tips

Standard <sup>1</sup>	Medi-Cal	L.A. Care Covered	Cal-MediConnect		
<b>Primary Care Provider (PCP) Accessibility Standards:</b>					
<b>Routine Primary Care Appointment</b> <b>(Non-Urgent)</b> - Services for a patient who is symptomatic but does not require immediate diagnosis and/or treatment.	≤ 10 business days of request				
<b>Urgent Care</b> - 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				
<b>Emergency Care</b> - 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				
<b>Preventive health examination (Routine)</b>	≤ 10 business days of request	≤ 30 calendar days of request			
<b>First Prenatal Visit</b> - A periodic health evaluation for a member with no acute medical problem	≤ 14 calendar days of request (Medi-Cal and Cal MediConnect) ≤ 10 business days of request ( L.A. Care Covered, L.A. Care Covered Direct and PASC)				
<b>Specialty Care Provider (SCP) Accessibility Standards:</b>					
<b>Routine Specialty Care Physician Appointment</b> (Including Behavioral Health Physician)	≤ 15 Business days of request				
<b>Urgent Care</b> - 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, if no authorization is required ≤ 96 hours, if prior authorization is required				
<b>Ancillary Care Accessibility Standards:</b>					
<b>Non-Urgent Ancillary Appointment</b>	≤ 15 business days of request				
<b>Behavioral Health Care Accessibility Standards:</b>					
<b>Routine Appointment</b>	≤ 15 business days of request (Physicians) ≤ 10 business days of request (Non-Physicians )				
<b>Urgent Care</b> - 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				
<b>Life Threatening Emergency</b>	Immediately				
<b>Non-Life Threatening Emergency</b>	≤ 6 hours of request				
<b>Emergency Services</b>	Immediate, 24 hours a day, 7 days per week				
<b>After Hours Care Standards:</b>					
<b>After Hours Care</b> - 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. Physicians, or his/her on-call coverage or triage/screening clinician must return urgent calls to member, upon request within 30 minutes.	<ul style="list-style-type: none"> <li>Automated systems must provide emergency 911 instructions; and</li> <li>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, Specialist or covering practitioner, or offer a callback from the PCP, Behavioral Health Provider, Specialist, covering practitioner or triage/screening clinician within 30 minutes</li> </ul>				
*Clinical advice can only be provided by appropriately qualified staff, e.g., physician, physician assistant, nurse practitioner or RN.	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.				
<b>Practitioner Telephone Responsiveness:</b>					
<b>In-Office Waiting Room Time</b> - 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				
<b>Speed of Telephone Answer (Practitioner's Office)</b> The maximum length of time for practitioner office staff to answer the phone.	NTE 30 seconds				
<b>Missed Appointments</b> - The time after a missed appointment that a patient is contacted to reschedule their appointment.	Within 48 hours				

<sup>1</sup>Unless otherwise stated, the requirement is 100% compliance.



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