

After-Hours Access: PCP Requirements *for* Urgent Services



Primary care physicians (PCPs) are responsible for ensuring that after-hours care for urgent services is provided within the established access standards listed below.

PCPs (or on-call physicians) must:

- Be available 24 hours a day, seven days a week and are required to have appropriate backup for absences.
- Return telephone calls and pages within 30 minutes.
- Provide timely, clear, accurate, and appropriate advice to a member who seeks urgent or emergency care services. The advice given must be documented in the member's medical records.
- Direct a member to an urgent care center that is available at the time advice is provided (after normal business hours, on weekends or holidays).

Use simple and comprehensive instructions to improve the coordination and continuity of the member's care, health outcomes and satisfaction. Providing reasonable access to care is essential for member safety.



Provider Services Operations
21281 Burbank Blvd.
Woodland Hills, CA 91367
Mailstop: CA-900-02-23

For questions, contact the Health Net Provider Services Center at:

- Health Net Employer Group HMO, POS and HSP – 1-800-641-7761
- Individual Family Plan – 1-888-926-2164
- Medicare – 1-800-929-9224
- Medi-Cal – 1-800-675-6110

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, Inc. and Centene Corporation. Health Net is a registered service mark of Health Net, Inc. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.