

# *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.



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

- Cal MediConnect Los Angeles County –  
1-855-464-3571
- Cal MediConnect San Diego County –  
1-855-464-3572

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