

# PROVIDER Update



CONTRACTUAL | APRIL 18, 2018 | UPDATE 18-200 | 1 PAGE

## Access to Unusual Specialty Services and Reminder About Appointment Access Standards

Health Net Community Solutions, Inc. (Health Net) and CalViva Health are notifying participating Medi-Cal providers that members may be referred to an out-of-network specialist for seldom used or unusual specialty services due to medical necessity when a specialist is not available within the network. All applicable prior authorization requirements apply.

### APPOINTMENT ACCESS STANDARDS

This update also serves to remind Medi-Cal participating providers of the regulated standards for access and availability to care. Members must be offered appointments within the following time frames:

- Urgent care appointment for services that do not require prior authorization – within 48 hours of a request.
- Urgent appointment for services that do require prior authorization – within 96 hours of a request.
- Non-urgent primary care appointments – within 10 business days of request.
- Non-urgent appointment with a specialist – within 15 business days of request.
- Non-urgent appointment for ancillary services for the diagnosis or treatment of injury, illness or other health condition – within 15 business days of request.
- First prenatal visit for a pregnant member must be available within two weeks upon request.

### ADDITIONAL INFORMATION

Relevant sections of the provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on the provider website at [provider.healthnet.com](http://provider.healthnet.com).

Providers are encouraged to access the provider portal online at [provider.healthnet.com](http://provider.healthnet.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### PROVIDER SERVICES

1-888-893-1569  
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