

# PROVIDER Update



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## First Prenatal Visit Availability Time Frame Change

### Providers to see members within two weeks of request

The standard time frame for scheduling first prenatal visits has changed from 10 business days to two weeks from receipt of request. This is in line with the Department of Health Care Services (DHCS) regulations for timely access to care.

Going forward, please ensure your office offers the first prenatal appointment within two weeks of the member's request.

#### PPG requirement

Participating physician groups (PPGs) should ensure that providers are complying with all regulatory standards and metrics to ensure timely access and continuity of care.

#### Additional information

Relevant sections of 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 about the information in this update, contact the Access and Availability Unit via email at [Access.Availability.PNM@healthnet.com](mailto:Access.Availability.PNM@healthnet.com) or CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO  
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

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