



# Improve Your Patients' Experience with Timely Access

## MAKE APPOINTMENTS OR RESPOND TO PATIENTS WITHIN REGULATORY STANDARDS

Appointment wait time standards<sup>1</sup> must be met by primary care physicians (PCPs) or specialty care physicians (SCPs). Your patients have the right to appointments within these standards.

 Appointment	 Access standard
<b>Urgent care</b>	
Urgent care appointment <b>with PCP</b>	Within <b>48 hours</b> of request
Urgent care appointment <b>with SCP (prior approval needed)</b>	Within <b>96 hours</b> of request
Urgent care appointment <b>with non-physician mental health provider</b>	Within <b>48 hours</b> of request
<b>Non-urgent</b>	
Non-urgent care appointment <b>with PCP</b>	Within <b>10 business days</b> of request
Non-urgent care appointment <b>with SCP</b>	Within <b>15 business days</b> of request
Non-urgent care appointment <b>with non-physician mental health provider</b>	Within <b>10 business days</b> of request
Appointment for <b>ancillary services</b>	Within <b>15 business days</b> of request
<b>First prenatal visit</b>	Within <b>2 weeks</b> of request
<b>Well-child visit</b>	Within <b>10 business days</b> of request
<b>Wellness check</b>	Within <b>30 calendar days</b> of request

(continued)





In-office wait time for scheduled appointments must not exceed 30 minutes.

<sup>1</sup>The Department of Health Care Services (DHCS), Department of Managed Health Care (DMHC), Centers for Medicare & Medicaid Services (CMS), and National Committee for Quality Assurance (NCQA) require health plans to assess and report availability by contracted providers.



## Directing patients to the appropriate after-hours care can:

- **Reduce improper** use of emergency room services.
- **Improve** health outcomes.



Be sure to discuss after-hours and weekend access to care during your first visit with each patient and at least yearly.

 <b>After-hours access</b>	 <b>Standard</b>
<b>Emergency care</b>	<b>Call 911</b> or go to the emergency room.
<b>Urgent care</b>	<b>Call the provider's office</b> 24 hours a day, 7 days a week. Expect a call back from a provider <b>within 30 minutes</b> .

Scripts are available so you can tell your patients how to access timely care when they call after business hours. Sample scripts can be found in the Provider Library, which can be accessed using the instructions below.

 <b>Phone response</b>	 <b>Standard</b>
Phone <b>answer time at provider's office</b>	Answer calls within <b>60 seconds</b> .
Phone <b>call back during normal business hours for non-urgent issues</b>	Call patients back within <b>1 business day</b> .

### Non-emergency timely access standards for behavioral health services through MHN

 <b>Access type</b>	 <b>Standard</b>
Access to <b>urgent care</b> (that does not require prior authorization) with a behavioral health provider	Within <b>48 hours</b>
Access to <b>urgent care</b> (that requires prior authorization) with a behavioral health provider	Within <b>96 hours</b>
Access to <b>non-urgent</b> appointment with non-physician behavioral health care provider for routine care	Within <b>10 business days</b> of request
Access to <b>non-urgent</b> appointment with psychiatrist for routine care	Within <b>15 business days</b> of request



**Reminder:** Interpreter services must be available at the time of the appointment.

To request interpreter services for members, contact **888-893-1569**.



Check out the Provider Library on the provider portal for more details.

**Follow these steps:**

1. Log on to **provider.healthnetcalifornia.com**.
2. Select *Provider Library* under Quick Links.
3. Select your line of business > *Provider Manual* > *Provider Oversight* > *Service and Quality Requirements* > *Access to Care and Availability Standards*.

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. \*Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

Managed Health Network, LLC (MHN) is a subsidiary of Health Net, LLC and Centene Corporation. The MHN family of companies includes Managed Health Network and MHN Services, LLC. Managed Health Network is a registered service mark of Managed Health Network, LLC. All rights reserved.