

Improve Your Patients' Experience with Timely Access

MAKE APPOINTMENTS OR RESPOND TO PATIENTS WITHIN REGULATORY STANDARDS

Appointment wait time standards¹ 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
URGENT CARE	
Urgent care appointment with PCP	Within 48 hours of request
Urgent care appointment with SCP (prior approval needed)	Within 96 hours of request
Urgent care appointment with non-physician mental health provider	Within 48 hours of request
NON-URGENT	
Non-urgent care appointment with PCP	Within 10 business days of request
Non-urgent care appointment with SCP	Within 15 business days of request
Non-urgent care appointment with non-physician mental health provider	Within 10 business days of request
Appointment for ancillary services	Within 15 business days of request
First prenatal visit²	Within 2 weeks of request
Well-child visit²	Within 10 business days of request
Wellness check²	Within 30 calendar days of request

In-office wait time for scheduled appointments must not exceed:

- 15 minutes for HMO, HSP and POS.³
- 30 minutes for Medicare Advantage HMO, EPO, PPO and Medi-Cal.

(continued)

¹The 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.

²Only applies to Medi-Cal line of business.

³Applies to the Patient Assessment Survey (PAAS) P4P standard.



Directing patients to the appropriate after-hours care can:

- **Reduce improper** use of emergency room (ER) 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.



Providers who offer same-day appointments can increase patient satisfaction!

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

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 on the provider portal.

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

Schedule same day access

Advance Access is the system of scheduling same-day appointments. Health Net* urges same day access to appointments for your patients.

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

If you are serving...	Follow these steps
<ul style="list-style-type: none"> • Individual Medicare Advantage (MA) HMO • Commercial IFP (CommunityCare HMO, PureCare HSP, PPO Individual and Family, EnhancedCare PPO and PureCare One EPO) 	<ol style="list-style-type: none"> 1 Go to provider.healthnetcalifornia.com and select <i>Resources > Go to the Provider Library.</i> 2 Search under <i>Operations Manuals > Provider Oversight > Service and Quality Requirements > Access to Care and Availability Standards.</i>
<ul style="list-style-type: none"> • Employer group MA HMO • Commercial HMO, HSP, PPO (includes EnhancedCare PPO for small business groups) • EPO • Point of Service (POS) • Medi-Cal 	<ol style="list-style-type: none"> 1 Go to provider.healthnet.com and select <i>Provider Library.</i> 2 Search under <i>Operations Manuals > Provider Oversight > Service and Quality Requirements > Access to Care and Availability Standards.</i>

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