



# 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<sup>2</sup></b>	Within <b>2 weeks</b> of request
<b>Well-child visit<sup>2</sup></b>	Within <b>10 business days</b> of request
<b>Wellness check<sup>2</sup></b>	Within <b>30 calendar days</b> of request

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

*(continued)*



<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.

<sup>2</sup>Only applies to Medi-Cal line of business.



## 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.

 <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 on the provider portal.

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

## 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 at **provider.healthnet.com** for more details. Search under *Operations Manuals > Provider Oversight > Service and Quality Requirements > Access to Care and Availability Standards*.



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

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