



# Access to Care Quick Tip



**L.A. Care**  
HEALTH PLAN®

Standard <sup>1</sup>	Medi-Cal	L.A. Care Covered	Dual Eligible Special Needs Plan
<b>Primary Care Provider (PCP) Accessibility Standards</b>			
<b>Routine Primary Care Appointment (Non-Urgent)</b> Services for a patient who is symptomatic but does not require immediate diagnosis and/or treatment.		< 10 business days of request	
<b>Urgent Care Appointment</b> - Services for a non-life threatening condition that could lead to a potentially harmful outcome if not treated in a timely manner.		< 48 hours of request, prior authorization not required	
<b>Preventive Health Examination (Routine)</b>		< 10 business days of request (Pediatrics) < 30 calendar days of request (Adults)	
<b>First Prenatal Visit</b> - A periodic health evaluation for a member with no acute medical problem.		< 10 business days of request	
<b>Specialty Care Provider (SCP) Accessibility Standards:</b>			
<b>Routine Specialty Care Appointment (Non-Urgent)</b> (including Behavioral Health Physician)		< 15 business days of request	
<b>Urgent Care Appointment</b> - Services for a non-life threatening condition that could lead to a potentially harmful outcome if not treated in a timely manner.		< 96 hours, if prior authorization is required	
<b>Ancillary Care Accessibility Standards:</b>			
<b>Routine Ancillary Appointment (Non-Urgent)</b>		< 15 business days of request	
<b>Behavioral Health Care Accessibility Standards:</b>			
<b>Routine Behavioral Care Appointment (Non-Urgent)</b>		< 15 business days of request (Physicians) < 10 business days of request (Non-Physicians)	
<b>Non-Urgent Follow Up Appointment</b> - Non-urgent follow up appointments with a non-physician mental health care or substance use disorder provider		Non-Physicians < 10 business days	
<b>Urgent Care Appointment</b> - Services for a non-life threatening condition that could lead to a potentially harmful outcome if not treated in a timely manner.		< 96 hours of request	
<b>After-Hours Care Standards:</b>			
<p><b>After Hours Care</b> - Physicians (PCPs or covering physicians) are required by contract to provide 24 hours a day, 7 days per week coverage to members.</p> <p>*Clinical advice can only be provided by appropriately qualified staff, e.g., physician, physician assistant, nurse practitioner or RN.</p>		<ul style="list-style-type: none"> <li>Automated systems must provide emergency 911 instructions.</li> <li>Automated system or live party (office or professional exchange service) answering the phone must offer a reasonable process to connect the caller to the PCP or covering practitioner.</li> <li>Offer a call-back from the PCP covering practitioner or triage/screening clinician within 30 minutes.</li> </ul> <p>If process does not enable the caller to contact the PCP or covering practitioner directly, the "live" party must have access to a practitioner or triage/screening clinician for both urgent and non-urgent calls.</p>	
<b>Practitioner Telephone Responsiveness:</b>			
<b>In-Office Waiting Room Time</b> - The time after a scheduled medical appointment a patient is waiting to be taken to an exam room to be seen by the practitioner.		< 30 minutes	
<b>Missed Appointments</b> - The time after a missed appointment that a patient is contacted to reschedule their appointment.		< 48 hours	

<sup>1</sup> Unless otherwise stated, the requirement is 100% compliance.

