



Access to Care Quick Tip



L.A. Care
HEALTH PLAN®

Standard ¹	Medi-Cal	L.A. Care Covered	Dual Eligible Special Needs Plan
Primary Care Provider (PCP) Accessibility Standards			
Routine Primary Care Appointment (Non-Urgent) Services for a patient who is symptomatic but does not require immediate diagnosis and/or treatment.		< 10 business days of request	
Urgent Care Appointment - 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	
Preventive Health Examination (Routine)		< 10 business days of request (Pediatrics) < 30 calendar days of request (Adults)	
First Prenatal Visit - A periodic health evaluation for a member with no acute medical problem.		< 10 business days of request	
Specialty Care Provider (SCP) Accessibility Standards:			
Routine Specialty Care Appointment (Non-Urgent) (including Behavioral Health Physician)		< 15 business days of request	
Urgent Care Appointment - 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	
Ancillary Care Accessibility Standards:			
Routine Ancillary Appointment (Non-Urgent)		< 15 business days of request	
Behavioral Health Care Accessibility Standards:			
Routine Behavioral Care Appointment (Non-Urgent)		< 15 business days of request (Physicians) < 10 business days of request (Non-Physicians)	
Non-Urgent Follow Up Appointment - Non-urgent follow up appointments with a non-physician mental health care or substance use disorder provider		< 10 business days (Non-Physicians)	
Urgent Care Appointment - 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	
After-Hours Care Standards:			
<p>After Hours Care - 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"> Automated systems must provide emergency 911 instructions. 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. Offer a call-back from the PCP covering practitioner or triage/screening clinician within 30 minutes. <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>	
Practitioner Telephone Responsiveness:			
In-Office Waiting Room Time - 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	
Missed Appointments - The time after a missed appointment that a patient is contacted to reschedule their appointment.		< 48 hours	

¹ Unless otherwise stated, the requirement is 100% compliance.

