



Access to Care Quick Tips



L.A. Care
HEALTH PLAN®

Standard¹

Medi-Cal

L.A. Care Covered

Cal-MediConnect

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 | | |
| Emergency Care - Services for a potentially life threatening condition requiring immediate medical intervention to avoid disability or serious detriment to health. | Immediate, 24 hours a day, 7 days per week | | |
| Preventive Health Examination (Routine) | ≤ 10 business days of request | ≤ 30 calendar days of request | |
| First Prenatal Visit - A periodic health evaluation for a member with no acute medical problem. | ≤ 14 calendar days of request | ≤ 10 business days of request | ≤ 14 calendar 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) | | |
| 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 | | |
| Life Threatening Emergency | Immediately | | |
| Non-Life Threatening Emergency | ≤ 6 hours of request | | |
| Emergency Care | Immediate, 24 hours a day, 7 days per week | | |

After-Hours Care Standards:

| | | | |
|--|--|--|--|
| 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. *Clinical advice can only be provided by appropriately qualified staff, e.g., physician, physician assistant, nurse practitioner or RN. | <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. 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. | | |
|--|--|--|--|

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. | Within 30 minutes | | |
| Speed of Telephone Answer (Practitioners Office) - The maximum length of time for practitioner office staff to answer the phone. | Within 30 seconds | | |
| Missed Appointments - The time after a missed appointment that a patient is contacted to reschedule their appointment. | Within 48 hours | | |

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



1.866.LACARE6 (1.866.522.2736)

lacare.org