



# Access to Care Quick Tips



**L.A. Care**  
HEALTH PLAN®

**Standard<sup>1</sup>**

**Medi-Cal**

**L.A. Care Covered**

**Cal-MediConnect**

## Primary Care Provider (PCP) Accessibility Standards

<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		
<b>Emergency Care</b> - 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		
<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.	≤ 14 calendar days of request	≤ 10 business days of request	≤ 14 calendar days of request

## Specialty Care Provider (SCP) Accessibility Standards:

<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		

## Ancillary Care Accessibility Standards:

<b>Routine Ancillary Appointment (Non-Urgent)</b>	≤ 15 business days of request		
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## Behavioral Health Care Accessibility Standards:

<b>Routine Behavioral Care Appointment (Non-Urgent)</b>	≤ 15 business days of request (Physicians) ≤ 10 business days of request (Non-Physicians)		
<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		
<b>Life Threatening Emergency</b>	Immediately		
<b>Non-Life Threatening Emergency</b>	≤ 6 hours of request		
<b>Emergency Care</b>	Immediate, 24 hours a day, 7 days per week		

## After-Hours Care Standards:

<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><small>*Clinical advice can only be provided by appropriately qualified staff, e.g., physician, physician assistant, nurse practitioner or RN.</small></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><small>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.</small></p>		
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## Practitioner Telephone Responsiveness:

<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>Speed of Telephone Answer</b> (Practitioners Office) - The maximum length of time for practitioner office staff to answer the phone.	≤ 30 seconds		
<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.

