

HPN Access to Care

Access to Care Quick Tips

Standard
Medi-Cal
Covered Cal Exchange
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- 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 or 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.	Within 30 minutes		
Speed of Telephone Answer (Practitioner’s 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		