



Access to Care Quick Tips



L.A. Care
HEALTH PLAN®

Standard¹

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.	Within 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.	Within 48 hours of request, prior authorization not required
Preventive Health Examination (Routine)	Within 10 business days of request (Pediatrics) Within 30 calendar days of request (Adults)
First Prenatal Visit - A periodic health evaluation for a member with no acute medical problem.	Within 10 business days of request
Specialty Care Provider (SCP) Accessibility Standards:	
Routine Specialty Care Appointment (Non-Urgent) (including Behavioral Health Physician)	Within 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.	Within 96 hours , if prior authorization is required
Ancillary Care Accessibility Standards:	
Routine Ancillary Appointment (Non-Urgent)	Within 15 business days of request
Behavioral Health Care Accessibility Standards:	
Routine Behavioral Care Appointment (Non-Urgent)	Within 15 business days of request (Physicians) Within 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	Within 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.	Within 48 hours of request (Non-Physicians & Physicians)
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. <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
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.

