



# Access to Care Quick Tips

## Primary Care Provider (PCP) Accessibility Standards\*



**10** BUSINESS DAYS  
OF REQUEST



**30** CALENDAR DAYS  
OF REQUEST

**Preventive Health Examination (Routine):** Adults

▶ **Routine Primary Care Appointment (non-urgent):**

Services for a patient who is symptomatic but does not require immediate diagnosis and/or treatment.

▶ **Preventive Health Examination (Routine):** Pediatrics

▶ **First Prenatal Visit:** A periodic health evaluation for a member with no acute medical problem.



**HOURS OF REQUEST, PRIOR AUTHORIZATION NOT REQUIRED**

**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.



## 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\*\*.

- 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.

## Specialty Care Provider (SCP) Accessibility Standards\*



BUSINESS DAYS  
OF REQUEST

**Routine Specialty Care Appointment (Non-Urgent):**  
Including Behavioral Health Physician



HOURS, IF PRIOR  
AUTHORIZATION IS REQUIRED  
**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.

## Ancillary Care Accessibility Standards\*



BUSINESS DAYS  
OF REQUEST

**Routine Ancillary Appointment (Non-Urgent)**

## Behavioral Health Care Accessibility Standards\*



BUSINESS DAYS OF  
REQUEST (PHYSICIANS)

**Non-Urgent Routine  
Behavioral Care Appointment**



BUSINESS DAYS OF  
REQUEST (NON-PHYSICIANS)

**Non-Urgent Routine  
Behavioral Care Appointment**



BUSINESS DAYS  
(NON-PHYSICIANS)

**Non-Urgent Follow Up Appointment:**  
Non-urgent follow up appointments with a non-physician mental health care or substance use disorder provider.



HOURS OF REQUEST  
(NON-PHYSICIANS & 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.

## Practitioner Telephone Responsiveness\*



MINUTES

**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.



HOURS

**Missed Appointments:** The time after a missed appointment that a patient is contacted to reschedule their appointment.



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\* Unless otherwise stated, the requirement is 100% compliance.

\*\* The listed Standards apply to Medi-Cal, L.A. Care Covered™ and Dual Eligible Special Needs Plan.

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