

CALOPTIMA STANDARDS OF ACCESS TO CARE — 2015 PROVIDER REFERENCE SHEET

Below is a list of covered health care services and standards for getting timely access to care for **Medi-Cal** members.

MEDICAL CARE:

COVERED SERVICES	STANDARDS OF CARE
Emergency Services	Immediately, 24 hours a day, 7 days a week
Urgent Care Services	Within 24 hours
Urgent Appointments	
Urgent appointments for services that do not need Prior Authorization	Within 48 hours after request
Urgent appointments for services that need Prior Authorization	Within 96 hours after request
Non-Urgent Services	
Acute Care	Within 3 business days
Primary Care	Within 10 business days
Routine Physical Exams and Health Assessments	Within 30 calendar days
Initial Health Assessment (IHA) or Individual Health Education Behavioral Assessment (IHEBA)	Within 120 calendar days after becoming a CalOptima member
Specialty Care	Within 15 business days
Ancillary Services	Within 15 business days
In-office Wait Times for Appointments	Less than 45 minutes before seen by a provider
Rescheduling Appointments	Appointments will be rescheduled in a manner appropriate to the member's health care needs and that ensures continuity of care is consistent with good professional practice.
Minor Consent Services	Available to any CalOptima member under age 18 without parental consent
First Prenatal Visit	Within 10 business days after date of request

BEHAVIORAL HEALTH CARE SERVICES:

COVERED SERVICES	STANDARDS OF CARE
Routine Behavioral Health Care	Within 10 business days

TELEPHONE ACCESS SERVICES:

TELEPHONE ACCESS SERVICES	STANDARDS OF CARE
Telephone Wait Time During Business Hours	30 seconds or less
Call Abandonment Rate	Will not be more than 5 percent
Urgent Message During Business Hours	Return call within 30 minutes
Non-emergency and Non-urgent Message During Business Hours	Return call within 24 hours of receipt
Telephone Triage or Screening Service	Available 24 hours a day, 7 days a week
Telephone Triage or Screening Wait Time	30 minutes or less
After-hours Phone Message	In an emergency, phone message must instruct members to dial 911 or go to the nearest emergency room.
After-hours Access	A PCP or designee shall be available 24 hours a day, seven days a week to respond to after-hours member calls or to a hospital emergency room practitioner.

OTHER SERVICES:

CULTURAL AND LINGUISTIC SERVICES	STANDARDS
Interpreter Services	Offered 24 hours a day, 7 days a week
Written Materials	All written materials to members shall be offered in threshold languages determined by Medi-Cal.
Alternative Forms of Communication	Informational and educational information for members in alternative formats will be available at no cost in the threshold languages in at least 14 pt. font, audio format, or Braille upon request or as needed within 21 days of request or within a timely manner for the format requested.
Telecommunication Device for the Deaf	Offered at no cost. TDD/TTY Line: 1-800-735-2929
Cultural Sensitivity	Practitioners and staff shall encourage members to express their spiritual beliefs and cultural practices, be familiar with and respectful of various traditional healing systems and beliefs and, where appropriate, integrate these beliefs into treatment plans.

All Access and Availability Standards Follow CalOptima Medi-Cal Policy GG.1600. Visit <https://www.caloptima.org/en/Providers.aspx> for more information.