

## ONECARE 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 **OneCare** members.

### MEDICAL CARE:

COVERED SERVICES	STANDARDS OF CARE
<b>Emergency Services</b>	Immediately, 24 hours a day, 7 days a week
<b>Urgent Care Services</b>	Within 24 hours
<b>Urgent Appointments</b>	
Urgent appointments for services that <b>do not</b> need Prior Authorization	Within 48 hours after request
Urgent appointments for services that <b>need</b> Prior Authorization	Within 96 hours after request
<b>Non-Urgent Services</b>	
Acute Care	Within 3 business days
<b>Primary Care</b>	Within 10 business days
Routine Physical Exams and Health Assessments	Within 30 calendar days
Comprehensive Health Assessments	Within 90 days after enrollment
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.

### BEHAVIORAL HEALTH CARE SERVICES:

COVERED SERVICES	STANDARDS OF CARE
<b>Emergency Care that is Life-threatening</b>	Immediately, 24 hours a day, 7 days a week
<b>Emergency Care that is Not Life-threatening</b>	Within 6 hours after receipt of request

COVERED SERVICES	STANDARDS OF CARE
<b>Urgent Care Appointments</b>	Within 48 hours after receipt of request
<b>Routine Behavioral Health Care</b>	Within 10 business days after date of request

**TELEPHONE ACCESS SERVICES:**

TELEPHONE ACCESS SERVICES	STANDARDS OF CARE
<b>Telephone Wait Time During Business Hours</b>	30 seconds or less
<b>Call Abandonment Rate</b>	Will not be more than 5 percent
<b>Urgent Message During Business Hours</b>	Return call within 30 minutes
<b>Non-emergency and Non-urgent Message During Business Hours</b>	Return call within 24 hours of receipt
<b>Telephone Triage or Screening Service</b>	Available 24 hours a day, 7 days a week
<b>Telephone Triage or Screening Wait Time</b>	30 minutes or less
<b>After-hours Phone Message</b>	In an emergency, phone message must instruct members to dial 911 or go to the nearest emergency room.
<b>After-hours Access</b>	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
<b>Interpreter Services</b>	Offered 24 hours a day, 7 days a week
<b>Written Materials</b>	All written materials to members shall be offered in threshold languages determined by the OneCare program.
<b>Alternative Forms of Communication</b>	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.
<b>Telecommunication Device for the Deaf (TDD)</b>	Offered at no cost. TDD/TTY: <b>1-800-735-2929</b>
<b>Cultural Sensitivity</b>	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 OneCare Policy MA.7007. Please visit <https://www.caloptima.org/en/Providers.aspx> for more information.**