

Timely Access to Care

Under California law, you have the right to receive timely access to care. This means there are limits on how long you have to wait to get medical appointments, telephone advice, and other health care services.

ACCESS STANDARDS

| URGENT CARE | STANDARD |
|---|---------------|
| For services that don't require prior authorization by your health plan | Within 2 days |
| For services that require prior authorization by your health plan | Within 4 days |

| NON-URGENT CARE | STANDARD |
|---|-------------------------|
| Primary Care Physician Appointment | Within 10 business days |
| Specialty Care Physician Appointment | Within 15 business days |
| Mental Health Appointment (non-physician ¹) | Within 10 business days |
| Appointment (ancillary provider ²) | Within 15 business days |

| FOLLOW-UP CARE | STANDARD |
|--|--|
| Mental Health / Substance Use Disorder Follow-Up Appointment (non-physician) | Within 10 business days from prior appointment |

¹ Examples of non-physician mental health providers include counseling professionals, substance abuse professionals and qualified autism service providers.

² Examples of a non-urgent appointment for ancillary services include lab work or diagnostic testing, such as a mammogram or MRI, or treatment of an illness or injury such as physical therapy.

EXCEPTIONS

- The timely access law was created to make sure you get the care you need on time. Sometimes, you may need appointments sooner than what the law requires, and your doctor can request for that.
- Sometimes, waiting longer for care is fine if it would not be harmful to your health. Your doctor will note in your record that a longer wait time will not harm your health.
- If you cannot find an appointment on time because there are not enough providers in your area, your health plan must help you get an appointment with an appropriate provider.

**** If you think you need medical care or mental health care on an emergency basis, call 911 or go to the emergency room nearest you. ****

If you're not sure you should go to the emergency room, call for Nurse Advice:

Blue Shield Promise Nurse Advice Line:

1-(800)-609-4166

CalOptima Health Nurse Advice Line

1-(844)-447-8441

Health Net Nurse Advice Line:

1-(800)-675-6110

L.A. Care Nurse Advice Line:

1-(800)-249-3619

Molina Healthcare Nurse Advice Line:

1-(888)-275-8750 (English), 1-(866)-648-3537 (Spanish)

**** You do not need call for Nurse Advice or to wait for an appointment for emergency care. ****

TELEHEALTH

- Telehealth may be available for some covered services. You have the right to access these covered services in-person or via telehealth or via third-party telehealth services provider.

- Your use of telehealth services is voluntary. You have the right to choose how you receive care (in-person or telehealth) and the right to switch your choice.
- For information about covered services through telehealth, please refer to your health plan's Member Handbook.

WHEN YOU HAVE A PROBLEM GETTING TIMELY ACCESS TO CARE

- You should contact your health plan at:

Blue Shield of California Promise Health Plan

1-800-605-2556 (TTY 711)

CalOptima Health

1-888-587-8088 (TTY 711)

Health Net of California, Inc.

1-800-675-6110 (TTY 711)

L.A. Care Health Plan

1-888-839-9909 (TTY 711)

Molina Healthcare of California

1-888-665-4621 (TTY 711)

- You can also:
 - Request assistance from **AltaMed Health Network, Inc.** by visiting [Report an Issue](#) and submit your request.
 - If your plan does not resolve the problem, contact the **California Department of Managed Health Care's** [Help Center](#) at 1-(888)-466-2219.