

Timely Access to Care

The amount of time prior to a visit may depend on your health issue. And, the type of care you need.

You might be able to wait a little longer if it won't harm your health. You may want to set up routine care as a new patient and/or you just got covered. It's important for your doctor to get to know you. If you already have a doctor, you can remind your doctor of concerns.

The health plan must ensure you are provided with an appointment within specific timeframes. The amount of time to wait for an appointment may depend upon your health issue and the type of care you need. You might be able to wait a little longer for an appointment if your provider determines a longer waiting time will not be harmful to your health.

You may want to set up routine care whether you just got Medi-Cal coverage, or you were covered and have transferred to a new doctor. It's important for your doctor to get to know you. If you already have a doctor, you can remind your doctor of your concerns.

If you have a problem with timely access to care, call the health plan at **833-236-4141 (TTY:711)**. If the health plan does not resolve the problem, contact the Department of Managed Care Help Center at 888-466-2219.

Wait times for your appointment

Visit type	Wait time
Provider Appointment Availability	
Urgent care visit with a doctor	Within 48 hours of request
Urgent care visit with specialist	Within 96 hours of request
Non-urgent appointment with a doctor	Within 10 business days of request
Non-urgent care appointment with a specialist	Within 15 business days of request
First prenatal visit	Within 2 weeks of request
Well-child visit¹	Within 2 weeks of request
Preventive health check-up¹	Within 30 calendar days of request

If you need help, call 833-236-4141 (TTY: 711) 24 hours a day, 7 days a week. We offer oral translation at no cost.

(continued)

Visit type	Wait time
Behavioral Health Appointment Access Standards (Applies to behavioral health providers only)	
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (psychiatrist) that does not require prior authorization	Within 48 hours of request
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (psychiatrist) that requires prior authorization	Within 96 hours of request
Non-urgent appointment with behavioral health care physician (psychiatrist)	Within 15 business days of request
Non-urgent appointment with Non-physician behavioral health care provider	Within 10 business days of request
Non-urgent follow-up appointment with non-physician mental health care provider (NPMH)	Within 10 business days of request
After-Hours	
After-hours doctor availability	Call back within 30 minutes of call
After-hours emergency room (ER) instruction	Appropriate guidance
Provider Office Phone Access	
Answer member calls (live or recorded)	Within 60 seconds
Return member calls for non-urgent issues	Within one business day
In-Office Wait Time	
In-office wait time for scheduled appointments (doctors and specialists)	Not to exceed 30 minutes



Note: A business day is Monday through Friday. It does not include weekends or holidays.

¹Health plan standard. Appointment scheduled through the provider for a preventive check-up will be dependent on the type of service, and a provider may recommend a different schedule depending on the need.