



**SANTÉ COMMUNITY
PHYSICIANS**

MEMORANDUM

DATE: March 5, 2019
TO: Santé Community Physicians Medi-Cal Providers
FROM: Kelly Lilles, Director - Physician Services
RE: **Appointment Standards for Medi-Cal Managed Care Members**

The California Department of Health Care Services (DHCS) requires contracted Medi-Cal Managed Care participating providers to adhere to appointment standards to ensure members obtain medical appointments and emergency services within specific time frames.

This memo is to advise you that in 2019, Health Services Advisory Group, Inc. (HSAG) will contact providers on behalf of DHCS to evaluate compliance with these timelines. For both urgent and nonurgent services, HSAG will pull the first three available appointment times based on appointment type.

Additionally, HSAG will conduct surveys regarding:

- Appointment times for new patients
- Appointment times for children versus adults
- The overall quality of DHCS provider data

Please ensure that your providers and staff are aware of this survey and are in compliance.

For general questions regarding this process, please contact our Medi-Cal Customer Service Department at (559) 228-4466.

Appointment access standards

The California Department of Health Care Services (DHCS) requires contracted Medi-Cal Managed Care participating providers to adhere to appointment standards to ensure members obtain medical appointments and emergency services within specific time frames.

Appointment requested (type)	Time frame for provider to make appointment
Emergency examination	<ul style="list-style-type: none"> • Immediately (24/7 access)
Urgent (sick) examination	<ul style="list-style-type: none"> • Within 48 hours if prior authorization is not required • Within 96 hours if prior authorization is required • As clinically indicated (for example, a specialist or mental health provider)
Nonurgent — routine primary care examination including nonphysician mental health provider	<ul style="list-style-type: none"> • Within 10 business days
Nonurgent — consultations and specialty referrals (including ancillary providers)	<ul style="list-style-type: none"> • Within 15 business days

In 2019, Health Services Advisory Group, Inc. (HSAG) will contact providers on behalf of DHCS to evaluate compliance with these timelines. For both urgent and nonurgent services, HSAG will pull the first three available appointment times based on appointment type.

Additionally, HSAG will conduct surveys regarding:

- Appointment times for new patients.
- Appointment times for children versus adults.
- The overall quality of DHCS' provider data.

Providers and their staff should be aware of these standards and remain in compliance. We encourage your participation with HSAG.

<https://mediproviders.anthem.com/ca>

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.