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| **DMHC ACCESS STANDARDS** | |
| Help obtain health care services in a timely manner. Please schedule appointments for your members in accordance with the following time frames. | |
| **Commercial Non-Emergent Medical Appointment Access Standards** | |
| **Appointment Type** | **Time-Elapsed Standards** |
| Non-urgent Care appointments for Primary Care (PCP) | Must offer the appointment within 10 Business Days of the request |
| Non-urgent Care appointments with Specialist (SCP) | Must offer the appointment within 15 Business Days of the request |
| Urgent Care appointments that do not require prior authorization (PCP) | Must offer the appointment within 48 hours of request |
| Urgent Care appointment that require prior authorization | Must offer the appointment within 96 hours of request |
| Non-urgent Care appointments for ancillary services (for diagnosis or treatment of injury, illness, or other health condition) | Must offer the appointment within 15 Business Days of the request |
| In-office wait time for scheduled appointments (PCP and SCP) | Not to exceed 15 minutes  \*Note: Taking Vital Signs or bringing patients to the exam room within 15 minutes of check-in meets requirement |
| **Behavioral Health Emergent & Non-Emergent Medical Appointment Access Standards** | |
| **Appointment Type** | **Time-Elapsed Standards** |
| Non-urgent appointments with a physician mental health care provider | Must offer the appointment within 10 Business Days of the request |
| Non-urgent appointments with a non-physician mental health care provider | Must offer the appointment within 10 Business Days of the request |
| Urgent Care appointments | Must offer the appointment within 48 hours of request |
| Access to Care for Non-Life Threatening Emergency | Within 6 hours |
| Access to Life-Threatening Emergency Care | Immediately |
| Access to Follow Up Care After Hospitalization for mental illness | Must Provide Both:  One follow-up encounter with a mental health provider within 7 calendar days after discharge  Plus  One follow-up encounter with a mental health provider within 30 calendar days after discharge. |

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| **Medi-Cal Non-Emergent Medical Appointment Access Standards** | | |
| **Appointment Type** | | **Time-Elapsed Standards** |
| Access to PCP or designee | | 24 hours a day, 7 days a week |
| Non-urgent Care appointments for Primary Care (PCP Regular and Routine, excludes physicals and wellness checks) | | Must offer the appointment within 7 business days of request |
| Adult Physical exam and wellness check | | Must offer appointment within 30 calendar days of the request |
| Non-urgent appointments with Specialist physicians (SCP Regular and Routine) | | Must offer the appointment with 15 business days of request |
| Urgent Care appointments that do not require prior authorization (includes appointment with any physician, Nurse Practitioner, Physician’s Assistant in office) | | Must offer the appointment within 24 hours of request |
| First prenatal visit | | Must offer appointment within 5 business days of the request |
| Child physical exam and wellness checks with PCP | | Must offer appointment within 10 business Day of the requests |
| Non-urgent appointments for ancillary services (diagnosis or treatment of injury, illness, or other health condition) | | Must offer the appointment within 15 business days of request |
| Initial health assessment (over 18 months) | | Must offer appointment within 120 calendar days of the request |
| Initial health assessment (18 months and younger) | | Must offer appointment within 60 calendar days of the request |
| Post-partum visit | | Must offer appointment within 3-6 weeks after delivery |
| **After-hours Access** | | |
| **After Hours Care:** All Providers or covering physicians (PCP, SCP,BH) are required by contract to provide ***24 hours a day, 7 days per week, including holidays and weekends*** coverage to members. Physician or their on-call coverage or triage/screening clinician must return urgent calls to member, upon request ***within 30 minutes.*** | | |
| ***NCQA guidelines requires that your office answering service and/or machine must state the following:*** | | |
| Emergency care | The patient should be directed to emergency care for any life threatening situation with this message: ***"If you are experiencing a life-threatening situation, hang-up and dial 911 or go to the nearest emergency room":*** | |
| Urgent care | For non-emergent needs, the patient can be directed to leave a phone number for a call back and should receive a call back ***within 30 minutes***. | |

**AFTER HOURS SAMPLE SCRIPT**

One of the following scripts may be used by physicians and medical groups as a template to ensure that Members (patients) have access to timely medical care after business hours or when your offices are closed.

**IMPORTANT: Effective telephone service after business hours ensures callers are able to reach a live voice or answering machine with 30 seconds.**

1. **CALLS ANSWERED BY A LIVE PERSON (such as an answering service or centralized triage):**

**If the caller believes that he or she is experiencing a medical emergency, advise the caller to hang up and call 911 immediately or proceed to the nearest emergency room.**

**Examples:**

*Hello, you have reached the <answering service> for Dr. < Last Name>. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the on-call physician, Dr. <Last Name> can assist you. Please <page/call> him/her at <telephone number>. You may expect a call back within 30 minutes.*

1. **CALLS ANSWERED BY AN ANSWERING MACHINE:**

*Hello, you have reached <insert Name of Doctor>. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the physician on-call (select appropriate options):*

**Examples:**

*Hello, you have reached the <Name of Doctor> for Dr. <Last Name> if this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the physician on-call, please leave a message with your name, telephone number and reason for calling, and you may expect a call back within 30 minutes.*

*Hello, you have reached <Name of Doctor>. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the physician on- call, you may reach him/her directly by calling < telephone number> or press <number> to page the physician on-call. You may expect a call back within 30 minutes.*