**Timely Access to Care**

Health plans must ensure their network of providers, including doctors, can provide health plan members an appointment within specific timeframes.

A qualified health care provider may extend the waiting time for an appointment if they determine a longer waiting time will not be harmful to the member’s health.

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**Urgent Care**

- **Prior Authorization:**
  - Not required by health plan: 48 hours
  - Required by health plan: 96 hours

**Non-Urgent Care**

**Doctor Appointment**

- **Primary Care Physician:** 10 business days
- **Specialty Care Physician:** 15 business days

**Mental Health Appointment (non-physician)**

- 10 business days

**Follow-Up Care**

- **Mental Health / Substance Use Disorder Follow-Up Appointment (non-physician):** 10 business days from prior appointment

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**Unable to get an Appointment Within the Timely Access Standard?**

If you are not able to get an appointment within the timely access standard, you should first contact your health plan for assistance. The DMHC Help Center is available at 1-888-466-2219 (TDD: 1-877-688-9891) or [www.DMHC.ca.gov](http://www.DMHC.ca.gov) to assist you if your health plan does not resolve the issue. The DMHC Help Center will work with you and your health plan to ensure you receive timely access to care. If you believe you are experiencing a medical emergency, dial 9-1-1 or go to the nearest hospital.

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

2 Examples of ancillary services include lab work or diagnostic testing, such as mammogram or MRI, or treatment such as physical therapy.