

KNOW YOUR HEALTH CARE RIGHTS



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.

Urgent Care

prior authorization
not required by health plan

 **48** hours

prior authorization
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-physician¹)

 **10** business days

Appointment (ancillary provider²)

 **15** business days

Follow-Up Care

Mental Health / Substance Use Disorder Follow-Up Appointment (non-physician)

 **10** business days from prior appointment

Timely Access to Care Requirements

DISTANCE



A primary care provider / hospital within 15 miles or 30 minutes from where health plan members live or work

AVAILABILITY



Telephone services to talk to your health plan should be available 24/7

INTERPRETER



Interpreter services must be coordinated and provided with scheduled appointments for health care services

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 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.



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.