

Access Standards Compliance Guidelines

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California health plans and contracted IPAs routinely conduct After-Hours Access Audits to ensure that physician offices have appropriate after-hours telephone recordings directing patients to an emergency room or urgent care facility to access immediate care and that an on-call phone number or nurse's hotline is provided during the message.

Please make sure you or your staff answer the call and reply to survey questions accordingly. If you get a voicemail or message from an answering service, please call back right away. Your office will also be called after business hours to check compliance for after-hours availability. For detailed policy, please view the Provider Manual posted on your Aerial Care dashboard.

Responses that may lead to noncompliance for Appointment Availability:

- ***"It depends on the Urgency."***
- ***"It depends on the Doctors Schedule."***
- ***Offering dates of availability beyond the standard.***

After Hours, the most non-compliant messages do not state that the member will receive a return call within 30 minutes, or a call is not returned within 30 minutes.

Please review these standards with all staff and audit your own office for compliance. Ensure that hours and days of operation are consistent with what you have reported to the medical group(s) and health plan(s). ***Continued non-compliance with these standards may result in panel freeze or closures, may disqualify you from Prospect Quality Incentive & Rewards Programs, or may result in further actions. If there are changes, please notify us 120 days prior to the effective date of change. Send notices to confax@prospectmedical.com or fax to (714) 560-7399.***

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Commercial & Medicare Non-Emergent Medical Appointment Access Standards

Appointment Type	Time-Elapsed Standard
Routine and Preventative Care appointments	Within 30 calendar days
Non-urgent/Non-Emergent appointments for Primary Care (PCP)	Must offer the appointment within 1 week
Non-urgent Care appointments with Specialist physicians (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 appointments 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

¹ As per DMHC Access & Availability Technical Assistance Guide Section AA-05, 1.5, and T28 CCR §1300.67.2 (f) & 1300.67.2.1(c)(13)

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Behavioral Health Emergent & Non-Emergent Appointment Access Standards

Appointment Type	Time-Elapsed Standard
Non-urgent appointments with a physician mental health care provider	Must offer the appointment within 10 business days of request
Non-Urgent Care appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of 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

Access Measure	Time-Elapsed Standard
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 exams and wellness checks	Must offer the appointment within 30 calendar days of request
Non-urgent appointments with Specialist physicians (SCP Regular and Routine)	Must offer the appointment within 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
Urgent Care appointments that require prior authorization (SCP)	Must offer appointment within 96 hours of request
First Prenatal Visit	Must offer the appointment within 10 business days of request (2 weeks)
Child physical exam and wellness checks with PCP	Must offer the appointment within 10 business days of request
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 (enrollees age 18 months and older)	Must be completed within 120 calendar days of enrollment
Initial Health Assessment (enrollees age 18 months and younger)	Must be completed within 60 calendar days of enrollment

Medicare Dental Appointment Access Standards

Appointment Type	Time-Elapsed Standard
Routine and Preventative Care	Within 40 business days
Non-Urgent Dental	Within 36 business days of request (except for preventative dental care)
Urgent Care appointments that do not require prior authorization (PCP)	Must offer the appointment within 48 hours of request
In-office wait time for scheduled appointments (PCP and SCP) ¹	Not to exceed 15 minutes

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After Hour Care Standards

Access Measure	Time-Elapsed Standard
After Hour Care – anytime beyond normal business hours.	<p>Automated systems must provide emergency 9-1-1 instructions or a process for emergency calls.</p> <p>Automated systems or live party answering the phone must offer a process to connect the caller to the provider within 30 minutes. Voicemail or phone prompt messages must reference contact information and 30-minute response time.</p> <p>Calls to providers must return urgent calls to members, upon request within 30 minutes.</p>
Call Return Time (practitioner’s office)	Within 30 minutes
Speed of Telephone Answer (practitioner’s office)	Within 30 seconds

“Provider” is a primary care physician, behavioral health providers and specialists, or designated on-call licensed practitioner (MD, PA, RN, or NP).

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AFTER HOURS CALL SCRIPT

You have reached the office of (name of Physician or Practice name).

If you are having a life-threatening emergency, please hang up and call 9-1-1 or go to the nearest emergency room.

Our office is now closed. Our normal office hours are (fill in the office hours)

If your call is urgent, please press (##) to be connected to our answering service. -- **OR**
-- If your call is urgent, please hang up and call our on-call physician at (cell phone number), your call will be returned within 30 minutes.

Our practice is committed to provide you access to our doctor, nurse and office staff; and values you as a patient.

Please feel free to leave a non-urgent message and your call will be returned to you within one business day.

DAY TIME CALL SCRIPT

Thank you for calling the office of (name of Physician or Practice name).

If you are having a life-threatening emergency, please hang up and call 9-1-1 or go to the nearest emergency room.

Our normal office hours are (fill in the office hours)

If your call is urgent, and you have reached this message during normal office hours, please press (##) or leave a message and your call will be returned within 30 minutes.

Our practice is committed to provide you access to our doctor, nurse and office staff; and values you as a patient.

Please feel free to leave a non-urgent message and your call will be returned to you within one business day.

Please reference the Provider Manual saved on your Aerial Care Dashboard under the My Links section for more detail regarding the *Exceptions for Preventative Care Services and Periodic Follow Up Care - Advance Access; Appointment Rescheduling; Extending Appointment Waiting Time; and Other Applicable Requirements*. Thank you for your cooperation and dedication to our members.