

Access Standards Requirements

Medi-Cal Access Standards		
Access Measure	Time-Elapsed Standard	Distance and Time
Emergency Health Care Services	Within the service area 24/7 days a week	15 miles or 30 minutes from member's residence
Access to PCP or designee (may be telephonic)	24 hours a day, 7 days a week	10 miles or 30 minutes from the member's residence
Non-urgent Care appointments for Primary Care (PCP Regular and Routine, excludes physicals and wellness checks)	Must offer the appointment within 10 business days of request	10 miles or 30 minutes from the member's residence
Non-urgent appointments with Specialist physicians (SCP Regular and Routine) including Substance use Disorder	Must offer the appointment within 15 business days of request	Based on county population size as follows: Rural Counties: 60 miles or 90 minutes from the beneficiary's residence Small Counties: 45 miles or 75 minutes from the beneficiary's residence Medium Counties: 30 miles or 60 minutes from the beneficiary's residence Large Counties: 15 miles or 30 minutes from the beneficiary's residence
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	Based on county population size as follows: Rural Counties: 60 miles or 90 minutes from the beneficiary's residence Small Counties: 45 miles or 75 minutes from the beneficiary's residence Medium Counties: 30 miles or 60 minutes from the beneficiary's residence Large Counties: 15 miles or 30 minutes from the beneficiary's residence
Non-Urgent, Acute Illness	Within 3 Calendar days	15 miles or 30 minutes from the member's residence
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 48 hours of request	15 miles or 30 minutes from the member's residence
Urgent Care appointments that require prior authorization (SCP)	Must offer appointment within 96 hours of request	15 miles or 30 minutes from the member's residence
Hospital	27/7 days a week	15 miles or 30 minutes from the member's residence



First Prenatal Visit	Must offer the appointment within 5 business days of request	Based on county population size as follows: Rural Counties: 60 miles or 90 minutes from the beneficiary's residence Small Counties: 45 miles or 75 minutes from the beneficiary's residence Medium Counties: 30 miles or 60 minutes from the beneficiary's residence Large Counties: 15 miles or 30 minutes from the beneficiary's residence
Adult physical exams and wellness checks	Must offer the appointment within 30 calendar days of request	10 miles or 30 minutes from the member's residence
Child Physical exam and wellness checks with PCP	Must offer the appointment within 10 business days of request	10 miles or 30 minutes from the member's residence
Child Dental		10 miles or 30 minutes from member's residence
Routine appointment:	Within 4 weeks to appointment from the request	
Specialist appointment:	Within 30 business days to appointment from the request	
Sensitive Services	Within 48 hours of the request	Based on county population size as follows: Rural Counties: 60 miles or 90 minutes from the beneficiary's residence Small Counties: 45 miles or 75 minutes from the beneficiary's residence Medium Counties: 30 miles or 60 minutes from the beneficiary's residence Large Counties: 15 miles or 30 minutes from the beneficiary's residence
Initial Health Assessment (members age 18 months and older)	Must be completed within 120 calendar days of enrollment	10 miles or 30 minutes from the member's residence
Initial Health Assessment (members age 18 months and younger)	Must be completed within 60 calendar days of enrollment	10 miles or 30 minutes from the member's residence
Long-term Services and Supports (LTSS): Skilled Nursing Facility (Routine)	Based on county population size as follows:	Based on county population size as follows: Rural Counties: 60 miles or 90 minutes from the beneficiary's residence Small Counties: 45 miles or 75 minutes from the beneficiary's residence Medium Counties: 30 miles or 60 minutes from the beneficiary's residence Large Counties: 15 miles or 30 minutes from the beneficiary's residence
	Rural counties: Within 14 business days of request	
	Small counties: Within 14 business days of request	
	Medium Counties: Within 7 business days of request	
Long-term Services and Support (LTSS): Intermediate Care Facility (ICF) (Routine)	Based on county population size as follows:	Based on county population size as follows: Rural Counties: 60 miles or 90 minutes from the beneficiary's residence Small Counties: 45 miles or 75 minutes from the beneficiary's residence Medium Counties: 30 miles or 60 minutes from the beneficiary's residence Large Counties: 15 miles or 30 minutes from the
	Rural counties: Within 14 business days of request	



	Small counties: Within 14 business days of request	beneficiary's residence
	Medium Counties: Within 7 business days of request	
	Large Counties: Within 5 business days of request	
Long-term Services and Supports (LTSS): Community-Based Adult Services (CBAS)	1115 Waiver requirement: Capacity cannot decrease in aggregate statewide below April 2012 level	

Medicare Access Standards

Appointment Type	Time-Elapsed Standard
Emergency Health Care Services	Within the service area 24/7 days a week
Commonly used services	Available within 30 minutes driving time
Medically Necessary services	Available 24/7 days a week
Urgent non-emergent	Within 24 hours
Non-urgent	Within 1 week
Routine and Preventive care	Within 30 days
Primary Care Provider (PCP) Change	Without interference
Women's health specialist within the network for Routine and Preventive Health Care	Direct Access
Specialty Care outside of AltaMed's network	When network providers are unable or inadequate to meet a member's medical needs
In-office wait time for scheduled appointments (PCP and SCP)	Not to exceed 15 minutes



Commercial Access Standards

Appointment Type	Time-Elapsed Standard
Emergency Health Care Services	Within the service area 24/7 days a week
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 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

Urban/ Rural Areas

Urban area (PCP access)	Distance and Time
Short Distance	6 Miles/ 30 Minutes
Long Distance	30 Miles/60 Minutes
Rural area (PCP access)	
Short Distance	15 Miles/30 Minutes
Long Distance	60 Miles/60 Minutes



Pharmacy		
Service Type	Standard	Distance and Time
Request for prior authorization made via telecommunication	The Greater of 24-hours or 1 business day response	10 miles or 30 minutes from member's residence
Dispensing covered outpatient drug in an emergency situation	72 hours supply	10 miles or 30 minutes from member's residence

Telephone Availability	
TELEPHONE ACCESS SERVICES	STANDARDS OF CARE
Telephone Wait Time During Business Hours	30 seconds or less
Call Abandonment Rate	Will not be more than 5 percent
Urgent Message During Business Hours	Return call within 30 minutes
Non-emergency and Non-urgent Message During Business Hours	Return call within 24 hours of receipt
Telephone Triage or Screening Service	Available 24 hours a day, 7 days a week
Telephone Triage or Screening Wait Time	30 minutes or less
After-hours Phone Message	In an emergency, phone message must instruct members to dial 911 or go to the nearest emergency room.
After-hours Access	A PCP or designee shall be available 24/7 days a week to respond to after-hours member calls or to a hospital emergency room practitioner within 30 minutes.

OTHER SERVICES CULTURAL AND LINGUISTIC SERVICES	STANDARDS
Provide Culturally competent services	To all members, including those with limited English proficiency or reading skills, and those with diverse cultural and ethnic backgrounds.
Interpreter Services	Offered 24 hours a day, 7 days a week
Written Materials	All written materials to members shall be offered in threshold languages determined by the population group primary language that meets a numeric threshold of 3,000 or five-percent (5%) of the eligible population.
Alternative Forms of Communication	Informational and educational information for members in alternative formats will be available at no cost in the threshold languages in at least 12 font or Braille upon request or as needed within 21 days of request or within a timely manner for the format requested.



	<p>Access for People with Disabilities - All ALTAMED facilities and practitioners are required to maintain access in accordance with the requirements of Title III of the Americans with Disabilities Act of 1990. Each PCP's office is assessed to identify if barriers to Member care exist during the site reviews. Areas audited include but are not limited to: designated parking spaces, wheelchair access, restroom and drinking fountain access for wheelchair users, handrails near toilets, appropriately placed telephones, and appropriate signage. If a practitioner's office or building is not accessible to Members with disabilities, an alternative access to care must be provided.</p>
Minor Consent Services	Available to any AltaMed member as per Cal. Health & Safety Code §§ 123110(a) and 123115(a).

Behavioral Health Access Standards		
Appointment Type	Time-Elapsed Standard	Distance and Time
Non-urgent appointments with a physician mental health care provider	Must offer the appointment within 10 business days of request	Based on county population size as follows:
		Rural Counties: 60 miles or 90 minutes from the member's residence
		Small Counties: 45 miles or 75 minutes from the member's residence
		Medium Counties: 30 miles or 60 minutes from the member's residence
		Large Counties: 15 miles or 30 minutes from the member's residence
Non-Urgent Care appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of request	Based on county population size as follows:
		Rural Counties: 60 miles or 90 minutes from the member's residence
		Small Counties: 45 miles or 75 minutes from the member's residence
		Medium Counties: 30 miles or 60 minutes from the member's residence
		Large Counties: 15 miles or 30 minutes from the member's residence
Non-Urgent, Acute Illness	Within 3 Calendar days	15 miles or 30 minutes from the member's residence
Urgent Care appointments	Must offer the appointment within 48 hours of request	15 miles or 30 minutes from the member's residence
Access to Care for Non-Life Threatening Emergency	Within 6 hours	15 miles or 30 minutes from the member's residence



Access to Life-Threatening Emergency Care	Immediately	15 miles or 30 minutes from the member's residence
Access to Follow Up Care After Hospitalization for mental illness	Must Provide Both:	Based on county population size as follows:
	One follow-up encounter with a mental health provider within 7 calendar days after discharge	Rural Counties: 60 miles or 90 minutes from the member's residence
	and	Small Counties: 45 miles or 75 minutes from the member's residence
	One follow-up encounter with a mental health provider within 30 calendar days after discharge	Medium Counties: 30 miles or 60 minutes from the member's residence Large Counties: 15 miles or 30 minutes from the member's residence

