

Appointment access

Health care providers must make appointments for members from the time of request as follows:

General appointment scheduling	
Emergency examination	Immediate access, 24/7
Urgent (sick) examination	Within 48 hours of request if authorization is not required or within 96 hours of request if authorization is required, or as clinically indicated
Nonurgent (sick) examination	Within 48-72 hours of request or as clinically indicated
Routine primary care examination (nonurgent)	Within 10 business days of request
Nonurgent consults/specialty referrals	Within 15 business days of request
Nonurgent care with nonphysician mental health providers (where applicable)	Within 10 business days of request
Nonurgent ancillary	Within 15 business days of request
Mental health appointment, nonphysician	Within 10 business days of request

Services for members under the age of 21 years	
Initial health assessments:	
Children from birth to 20 years of age	Within 120 days of enrollment
Preventive care visits	Within 14 days of request
Services for members 21 years of age and older	
Initial health assessments	Within 120 days of enrollment
Preventive care visits	Within 14 days of request
Routine physicals	Within 30 days of request
Prenatal and postpartum visits	
1st and 2nd trimester	Within 7 days of request
3rd trimester	Within 3 days of request
High-risk pregnancy	Within 3 days of identification
Postpartum	Between 21 and 56 days after delivery
Long-term services and supports	
Skilled nursing facility	<ul style="list-style-type: none"> Rural and small counties — within 14 business days of request Medium counties — within 7 business days of request Small counties — within 5 business days of request
Intermediate care facility/developmentally disabled (ICF-DD)	<ul style="list-style-type: none"> Rural and small counties — within 14 business days of request Medium counties — within 7 business days of request Small counties — within 5 business days of request
Community-based adult services (CBAS)	Capacity cannot decrease in aggregate statewide below April 2012 level

Medical appointment standards (Los Angeles County only):

General appointment scheduling	
Emergency examination	Immediate access, 24/7
Urgent (sick) examination	Within 24 hours of request
Nonurgent (sick) examination	Within 48 hours of request
Nonurgent routine examination	Within 10 days of request
Standing referral	Within 3 business days of request
Mental health appointment, nonphysician	Within 10 business days of request
Members under the age of 18 months	

Initial health assessments	Within 120 days of enrollment
Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services/child health and disability prevention (CHDP) or preventive care visits	Within 2 weeks of request
Services for members 18 months of age or older	
Initial health assessments	Within 120 days of enrollment
EPSDT/CHDP or preventive care visits	Within 2 weeks of request
Routine physicals	Within 30 days of request
Prenatal and postpartum visits	
First prenatal visit	Within 2 weeks of request
High-risk pregnancy	Within 3 days of identification
Postpartum	Between 21 and 56 days after delivery