
PROVIDER BULLETIN

2015 Timely Access to Care Survey

We appreciate your time and efforts in participating in this important survey to help ensure all members receive quality and appropriate health care services. To be compliant, wait times are expected to fall within the parameters below:



| Access Standard | |
|----------------------------|-----------------------------|
| Type of appointment | Wait Time |
| Physical exam | 0 to 30 days |
| Non-urgent exam | 0 to 10 working days |
| Specialty consult | 0 to 15 working days |
| Urgent condition-Medi-Cal | 48 hours |
| Urgent condition-Medicare | 24 hours |

After Hours Compliance

- Include “If this is a medical emergency, please hang up and dial 911 or go to the nearest Emergency Room.”
- Include “You may expect a call back within 30 minutes” on the answering machine message.
- Educate your answering service to inform the member he or she can expect a call back within 30 minutes.
- Validate that on-call providers through the exchange are receiving and responding to calls and/or messages.
- Conduct an audit of Exchange services to ensure that required components are addressed.
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If you have any questions or would like a sample script for your answering machine message, please contact Liza Johnson at 818-265-0800, x232.