



NEW Timely Access to Non-Emergency Health Care Regulations

To: Community Health Plan (CHP) Independent Practice Associations/Medical Groups (IPAs/MGs) and Department of Health Services (DHS) facilities.

This is to inform you that the California Department of Managed Health Care (DMHC) adopted new regulations that require health plans to ensure members receive access to health care appointments in a timely manner.

Beginning January 2011, CHP will require providers to offer members appointments as follows:

- Urgent care appointment: Within 48 hours of a request
- Non-urgent primary care appointment: Within ten (10) business days of a request
- Specialty Care Appointment: Within fifteen (15) business days of a request

These new regulations also include wait time for dental, mental health, vision care and other services. The full text of the Timely Access to Non-Emergency Health Care Services regulation is available on the DMHC Website: <http://wps0.dmhc.ca.gov/regulations/#existing>.

Complete details regarding CHP timely access standards will be contained in CHP Policy 40.20.04 "Access to Health Care Services". The policy is in the process of being revised and will be distributed upon completion.

Please distribute this information to all participating CHP network providers and appropriate staff, and retain documentation of distribution for auditing purpose.

If you have any questions and/or require additional information regarding this provider bulletin, please contact Raymond Plaza, Access & Availability Manager at (626) 299-5326 or at raplaza@dhs.lacounty.gov.