

# KNOW YOUR HEALTH CARE RIGHTS



## Timely Access to Care

Health plans must ensure their network of providers, including doctors, can provide enrollees with an appointment within a specific number of days or hours.

A qualified health care provider may extend the waiting time for an appointment if they determine a longer waiting time will not be harmful to the enrollee's health.

### Urgent Care

prior authorization  
**not required** by health plan

 **2** days

prior authorization  
**required** by health plan

 **4** days

### Non-Urgent Care

#### Doctor Appointment

##### PRIMARY CARE PHYSICIAN

 **10** business days

##### SPECIALTY CARE PHYSICIAN

 **15** business days

##### Mental Health Appointment (non-physician<sup>1</sup>)

 **10** business days

##### Appointment (ancillary provider<sup>2</sup>)

 **15** business days

### Follow-Up Care

#### Mental Health / Substance Use Disorder Follow-Up Appointment (non-physician)

 **10** business days from prior appointment  
(effective July 1, 2022)

## Timely Access to Care Requirements

### DISTANCE



A primary care provider / hospital within 15 miles or 30 minutes from where enrollees live or work

### AVAILABILITY

Telephone services to talk to your health plan should be available 24/7

### INTERPRETER

Interpreter services must be coordinated and provided with scheduled appointments for health care services

## Unable to get an Appointment Within the Timely Access Standard?

If you are not able to get an appointment within the timely access standard, you should first contact your health plan for assistance at the toll-free number listed on your health plan card. The DMHC Help Center is available at 1-888-466-2219 (TDD: 1-877-688-9891) or [www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov) to assist you if your health plan does not resolve the issue. The DMHC Help Center will work with you and your health plan to ensure you receive timely access to care. If you believe you are experiencing a medical emergency, dial 9-1-1 or go to the nearest hospital.



<sup>1</sup> Examples of non-physician mental health providers include counseling professionals, substance abuse professionals and qualified autism service providers.

<sup>2</sup> Examples of ancillary services include lab work or diagnostic testing, such as mammogram or MRI, or treatment such as physical therapy.