



IMPERIAL HEALTH HOLDINGS MEDICAL GROUP

Access to Care Standards

Criteria	Standard
Urgent appointments	Within 48 hours if no authorization is required Within 96 hours if an authorization is required When a member contacts the Practitioners office with an urgent medical condition we require the member to be seen within above mentioned timeframes. We strongly encourage the Practitioner to work the member in on a walk-in basis the same day. If a situation arises where a Practitioner is not available (i.e., the Practitioner is attending to an emergency or member calls late on a Friday), the member can be seen by a covering Practitioner or directed to an urgent care, covering office or emergency room.
Non-urgent Appointments (PCP)	Within ten (10) business Days When a member requests an appointment for a routine, non-urgent condition (i.e., routine follow-up of blood pressure, diabetes or other condition), they must be given an appointment within 10 business days.
Specialist Appointment	Within fifteen (15) Business Days
Appointment with a mental health care provider	Within fifteen (10) Calendar Days
After-hours care	Physicians are required by contract to provide 24 hours, 7 days a week coverage to members. Physicians “on-call” require the same standards of access and availability.
Waiting Time in office	Thirty (30) minutes maximum after time of appointment
Failed Appointments (Patient fails to show for a scheduled appointment)	Failed appointments must be documented in the medical record and the member’s primary care Practitioner must be notified within 24 hours of the missed appointment. The member must be contacted by mail or phone to reschedule. According to the Practitioner’s office’s written policy and procedure provisions for a case-by-case review of members with repeated failed appointments can result in referring the member to the Health Plan for case management. Practitioners’ offices are responsible for counseling such members.

Reference: <https://www.dmhc.ca.gov/healthcareincalifornia/yourhealthcarerights/timelyaccesstocare.aspx>