



January 10, 2018

DHCS Study Evaluating Appointment Wait Times

The California Department of Health Care Services (DHCS) has contracted with Health Services Advisory Group, Inc. (HSAG) to conduct a study to assess the extent to which Medi-Cal managed care health plans, which includes the Alliance, are meeting appointment wait time standards. HSAG's vendor, DataStat, will be conducting phone calls to randomly selected groups of providers.

Beginning January 9, 2018 and continuing through December 3, 2018 **Alliance providers may receive a phone call from DataStat staff who will identify themselves and inform the provider's office that they are calling on behalf of DHCS.** Please let your front office staff know that they may receive a call and request for information from DataStat. We appreciate your cooperation with this project.

Timely Access Standards

In order to meet standards for timely access to care, members must be able to get into your practice, or receive a call back, within the prescribed wait times listed below.

Urgent Care Appointments	Wait Times
For services that do not require prior authorization	24 hours
For services that do require prior authorization (specialists only)	96 hours
Non-Urgent Care Appointments	Wait Times
Primary care appointment (including first pre-natal and preventive visits)	10 business days
Specialist/specialty care appointment	15 business days
Ancillary service appointment for the diagnosis or treatment of injury, illness, or other health condition	15 business days
Telephone Wait Time Standard	Wait Times
Maximum wait time for telephone triage or screening services	30 Minutes (during business hours)

Please note that specific guidelines and procedures for monitoring timely access to care are outlined in Alliance Policy 401-1509 – Timely Access to Care and Policy 300-8030 – Monitoring Network Compliance with Accessibility Standards, which can be found in the Alliance Provider Manual on the Alliance provider website at www.ccah-alliance.org/provider-manual-toc.html.