

PROVIDER Bulletin



KERN HEALTH SYSTEMS

01/19/2024

Timely Access Standards

Dear Provider,

As a reminder, Kern Health Systems and The Department of Health Care Services (DHCS) conducts ongoing quarterly Timely Access Surveys. Surveys will be sent to random provider offices to request current appointment availability, in-office wait time, telephone accessibility, and language accessibility to ensure members receive necessary care in a timely fashion. KHS encourages providers to participate in these surveys and would like to remind providers the importance of our regulatory requirements.

Appointment Waiting Time and Scheduling

Appointment Type	Standard
Urgent care appointment for services that do not require prior authorization	Within 48 hours of a request
Urgent appointment for services that require prior authorization	Within 96 hours of a request
Non-urgent primary care appointment	Within 10 business days of a request
Non-urgent appointment with a specialist	Within 15 business days of a request
Non-urgent appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of request
Follow-up appointment with a non-physician mental health care provider	Within 10 business days from prior appointment date
Non-urgent appointment for ancillary services for the diagnosis or treatment of injury, illness, or other health condition	Within 15 business days of a request
Pediatric CHDP Physicals	Within 2 weeks upon request
First pre-natal OB/GYN visit	The lesser of 10 business days or within 2 weeks upon request

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Office Waiting Time Maximum

Service	Required Care	
	Urgent	Routine
Primary Care Services (including OB/GYN)	1 hour	1 hour
Specialty Care Services	1 hour	1 hour
Diagnostic Testing	1 hour	1 hour
Mental Health Services	1 hour	1 hour
Ancillary Providers	1 hour	1 hour

Telephone Accessibility

Nature of Telephone Call	Response Time
Emergency medical or Kern County Mental Health Crisis Unit	Member should be instructed to call 9-1-1 or 661-868-8000
Urgent medical	30 Minutes
Non-urgent medical	By close of following business day
Non-Urgent Mental Health	By close of following business day
Administrative	By close of following business day

The entire policy, 4.30-P *Accessibility Standards*, can be located on our website at <http://www.kernfamilyhealthcare.com> under the “For Providers” tab, KHS Policies and Procedures, Provider Relations.

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins.

For any questions, please contact your Provider Relations Representative at 1-800-391-2000.

Sincerely,

Kristie Onaindia
Provider Relations Supervisor
Kern Health Systems