



06/16/2025

Timely Access Standards

Dear Provider,

On April 25, 2025, the Department of Health Care Services (DHCS) released APL 25-006, Timely Access Requirements, which requires providers to participate in the DHCS' quarterly timely access survey as part of ensuring compliance with access to care standards. The DHCS utilizes a third-party to contact sampled provider offices and request appointment availability information. KHS would like to remind providers of their contractual obligation to comply with KHS timely access policies and procedure.

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
Non-urgent follow-up appointment with a non-physician mental health care provider, for those undergoing a course of treatment for an ongoing mental health condition	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

PROVIDER Bulletin



KERN HEALTH SYSTEMS

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

Policy 4.30-P Accessibility Standards, can be found on the KHS website at <https://www.kernfamilyhealthcare.com/> under the “For Providers” tab, KHS Policies and Procedures, Provider Relations.

[Provider Bulletins](#) are available on the [KHS website](#). Please visit the site regularly to stay informed about the latest updates and announcements.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt option #5.

Sincerely,

James Winfrey
Deputy Director Of Provider Network
Kern Health Systems