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June 14, 2017

Access and Availability Standards

Dear Provider:

The Department of Managed Healthcare (DMHC) requires health plans to provide timely access to care. The purpose of the timely access standards is to ensure members receive necessary care in a timely fashion. During 2016, Kern Health Systems (KHS) participated in a Provider Appointment Availability Survey as a part of its required Annual Timely Access Compliance report to the DMHC. As a result, KHS would like to remind providers the importance of our regulatory requirements. Below is a summary of the access standards for KHS and its provider network.

Appointment Waiting Time and Scheduling:

Type of Appointment	Time Standard
Urgent care appointment for services that do not require prior authorization ¹	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 physician mental health care provider	Must offer the appointment within 10 business days of request
Non-urgent appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of request
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

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

If you have any questions, please feel free to contact your Provider Relations representative.
Thank you,

Melissa Lopez
Provider Relations Manager

