

# PROVIDER Bulletin



## KERN HEALTH SYSTEMS

1/11/2023

### Notice of Ongoing DHCS Timely Access Survey

Dear Provider,

The Department of Health Care Services (DHCS) conducts an ongoing quarterly Timely Access Survey; this bulletin is to notify you that you may be randomly selected to participate. Per the DHCS, phone calls will be made during standard operating hours (e.g., 9:00 a.m. – 5:00 p.m. PST) and a maximum of three call attempts to reach a provider will be made to complete the survey. **Please inform all phone answering staff, and should your office be randomly selected and contacted, Kern Health Systems strongly encourages you to participate.**

The purpose of timely access standards is to ensure members receive necessary care in a timely fashion. 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	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
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

# 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	Member should be instructed to call 9-1-1
Emergency mental health	Member should be instructed to call 9-1-1 or Kern County Mental Health Crisis Unit 661-868-8000
Urgent medical	30 minutes
Non-urgent medical/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](http://www.kernfamilyhealthcare.com), choose Provider, then Bulletins.

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

Sincerely,

Melissa McGuire  
Deputy Director of Provider Network  
Kern Health Systems