



7/18/2022

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, 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