

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Director of Network Operations

Re: **DHCS Timely Access Survey**

Date: January 7, 2022

The state Department of Health Care Services (DHCS) has access and availability standards that are required for all Medi-Cal providers. In an effort to determine if providers are meeting those standards, DHCS will begin calling providers to conduct a Timely Access Survey starting on **Jan. 10, 2022**. The calls will continue through the end of March 2022.

Providers that will be surveyed include:

- Primary Care Physicians
- Specialists
- Non-physician mental health providers
- Ancillary providers

Phone calls will be made during standard operating hours (e.g., 9 a.m. – 5 p.m. PST) and a maximum of three call attempts to reach a provider will be made to complete the survey. Results of the survey are expected in July.

As a reminder, we have listed the Timely Access and Availability Standards:

Timely Access and Availability Standards

| Type of Care | Wait Time |
|--------------------|--|
| Emergency Services | Immediately |
| Urgent Care | Within 24 hours (no prior authorization required) |
| Primary care | Within 10 business days of request for appointment |
| Behavioral Health | Within 10 business days of request for appointment |
| Specialty care | Within 15 business days of request for appointment |
| Phone wait time | Within 3 to 5 minutes whenever possible |



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| Ancillary services for diagnosis or treatment | Within 15 business days of request for appointment |
| Initial Health Assessments (IHA) and Individual Health Education Behavioral Assessments (IHEBA) | Within 120 calendar days of enrollment |
| Waiting time in office | Not to exceed 45 minutes after time of appointment |
| Sensitive services | Ensure confidentiality and ready access to sensitive services in a timely manner and without barriers – NO AUTHORIZATION REQUIRED |

Please feel free to email us at ProviderRelations@goldchp.org if you have any questions.

Thank you.