

Medical and Mental Health Appointments and Timely Access to Care

Health Plans in California must ensure that members have timely access to their physicians and other providers when seeking care. This means that there are limits on how long members have to wait to get an appointment and telephone triage or screening. The wait times are shown in the chart below. Some exceptions to the wait times apply. If you or a CCH member are having difficulty in obtaining a timely referral to an appropriate provider, please call CCH Customer Service at 1 (855) 343-2247. Providers and members can also file a complaint with the Department of Managed Health Care at www.HealthHelp.ca.gov or by calling 1 (888) 466-2219.

Medical Urgent & Non-Urgent Wait Times

Appointment Type	Standard
Urgent Care (non-life threatening) – no prior authorization required	Appointment is offered within 48 hours from time of the request
Urgent Care (non-life threatening) – prior authorization required	Appointment is offered within 96 hours from time of the request
Non-urgent appointments with a primary care physician (PCP) for regular and routine primary care services	Appointment is offered within 10 business days from time of the request
Non-urgent care appointments with a specialist	Appointment is offered within 15 business days from time of the request
Non-urgent appointment with a mental health provider (who is not a physician)	Appointment is offered within 10 business days from time of the request
Non-urgent appointments for ancillary services for the diagnosis or treatment of an injury, illness or other health condition	Appointment is offered within 15 business days from time of the request
Telephone triage or screening	No greater than 30 minutes

Mental Health Urgent & Non-Urgent Wait Times

Appointment Type	Time-Elapsed Standard
Non-urgent appointments with a physician mental health care provider	Must offer the appointment within 10 business days of request
Non-urgent care appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of request
Urgent care appointments	Must offer the appointment within 48 hours of request
Access to follow up care after hospitalization for mental illness	<p>Must provide both:</p> <ul style="list-style-type: none"> • One follow-up encounter with a mental health provider within 7 calendar days after discharge <p>Plus</p> <ul style="list-style-type: none"> • One follow-up encounter with a mental health provider within 30 calendar days after discharge