

Appointment Access Standards

General appointment scheduling	
Emergency examination	Immediate access 24/7
Urgent (sick) examination	Within 48 hours of request if authorization is not required or within 96 hours of request if authorization is required, or as clinically indicated
Routine primary care examination (nonurgent)	Within 10 business days of request
Nonurgent consults/specialty referrals	Within 15 business days of request
Nonurgent care with nonphysician	Within 10 business days of request
Mental health appointment, nonphysician	Within 10 business days of request

Services for members under the age of 21 years	
Initial health assessments	
Children under the age of 18 months	Within 60 days of enrollment (or within American Academy of Pediatrics guidelines, whichever is less)
Children age 19 months to 20 years of age	Within 120 days of enrollment
Preventive care visits	Within 14 days of request
Services for members 21 years of age and older	
Initial health assessments	Within 120 days of enrollment
Preventive care visits	Within 14 days of request
Routine physicals	Within 30 days of request
Prenatal and postpartum visits	
First and second trimester	Within 7 days of request
Third trimester	Within 3 days of request
High-risk pregnancy	Within 3 days of identification
Postpartum	Between 21 and 56 days after delivery

Medical appointment standards, Los Angeles County only	
General appointment scheduling	
Emergency examination	Immediate access 24/7
Urgent (sick) examination	Within 24 hours of request
Nonurgent (sick) examination	Within 48 hours of request
Nonurgent routine examination	Within 10 days of request
Standing referral	Within 3 business days of request
Mental health appointment, nonphysician	Within 10 business days of request

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Medical appointment standards, Los Angeles County only (cont.)	
Members under the age of 18 months	
Initial health assessments	Within 60 days of enrollment (or within American Academy of Pediatrics guidelines, whichever is less)
Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services; Child Health and Disability Prevention (CHDP); or preventive services	Within 2 weeks of request
Services for members 18 months of age or older	
Initial health assessments	Within 120 days of enrollment
EPSDT, CHDP or preventive care visits	Within 2 weeks of request
Routine physicals	Within 30 days of request
Prenatal and postpartum visits	
First prenatal visit	Within 2 weeks of request
High-risk pregnancy	Within 3 days of identification
Postpartum	Between 21 and 56 days after delivery