

## ACCESS TO CARE STANDARDS

In 1999, as part of our ongoing quality improvement plan, CenCal Health adopted access and availability standards that conform to the standards of a majority of health care delivery systems in California. This information has previously been made available to our providers in various formats: the July 2000 PCP Medical Service Agreement (and subsequent versions), numerous Provider Bulletins, PCP Case Management Letters, and the Access to Care Policy.

CenCal Health is required to inform the provider network of these standards and to monitor access at least annually. Part of that monitoring may include periodically contacting a random sample of our provider network to inquire about appointment availability. Here are the standards against which we measure:

Appointment Type	Standard Time Frame
Preventive Care Appointment	Within 30 calendar days
Non-urgent Referral Appointment	Within 21 calendar days
Routine Primary Care / Well Baby Care Appointment	Within 14 calendar days
Initial Prenatal Care Appointment	Within 7 calendar days
Urgent Care Appointment	Within 24 hours
Emergency Care	Immediately
After Hours Care	24 hours a day
Telephone Access	24 hours a day

See also the CenCal Health policy and procedure "Access to Care" found in section IV. of this manual.

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