

Get the Care You Need on Time

The amount of time prior to a visit may depend on your health issue. And, the type of care you need.

You might be able to wait a little longer if it won't harm your health. You may want to set up routine care as a new patient and/or you just got covered. It's important for your doctor to get to know you. If you already have a doctor, you can remind your doctor of concerns.

Wait times for your appointment

Visit type	Wait time
Provider Appointment Availability	
Urgent care visit with a doctor	Within 48 hours of request
Urgent care visit with specialist	Within 96 hours of request
Non-urgent appointment with a doctor	Within 10 business days of request
Non-urgent care appointment with a specialist	Within 15 business days of request
First prenatal visit ¹	Within 2 weeks of request
Well-child visit ²	Within 10 business days of request
Preventive health check-up ²	Within 30 calendar days of request

(continued)



If you need help,
call 800-675-6110
(TTY: 711) 24 hours
a day, 7 days a week.
We offer
oral translation
at no cost.

¹First Prenatal Visits standards are specific to DHCS regulations.

²Health plan standard. Appointment scheduled through the provider for a preventive check-up will be dependent on the type of service, and a provider may recommend a different schedule depending on the need.

Visit type	Wait time
Behavioral Health Appointment Access Standards (Applies to MHN providers only)	
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (psychiatrist) that does not require prior authorization	Within 48 hours of request
Urgent care appointment with non-physician behavioral health care provider or behavioral health care physician (psychiatrist) that requires prior authorization	Within 96 hours of request
Non-urgent appointment with behavioral health care physician (psychiatrist)	Within 15 business days of request
Non-urgent appointment with Non-physician behavioral health care provider	Within 10 business days of request
Non-urgent follow-up appointment with non-physician mental health care provider (NPMH)	Within 10 business days of request
After-Hours	
After-hours doctor availability	Call back within 30 minutes of call
After-hours emergency room (ER) instruction	Appropriate guidance
Provider Office Phone Access	
Answer member calls (live or recorded)	Within 60 seconds
Return member calls for non-urgent issues	Within one business day
In-Office Wait Time	
In-office wait time for scheduled appointments (doctors and specialists)	Not to exceed 30 minutes



Note: A business day is Monday through Friday. It does not include weekends or holidays.

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