

## Timely Access to Care

OHBS-CA has established the following standards to ensure members are able to obtain treatment in a timely manner in accordance with California Health & Safety Code § 1367.03.

Standard	Criteria	Time Frame
Non-Life-Threatening Emergency	A situation in which immediate assessment or care is needed to stabilize a condition or situation, but there is no imminent risk of harm to self or others	Members must be offered an appointment within 6 hours of the request for the appointment
Urgent	A situation in which immediate care is not needed for stabilization but, if not addressed in a timely way, could escalate to an emergency situation	Members must be offered an appointment within 48 hours of the request for the appointment
Routine (non-urgent)	A situation in which an assessment of care is required, with no urgency or potential risk of harm to self or others	Members must be offered an appointment within 10 business days of the request for the appointment
Telephone Access to OHBS-CA Representatives	<u>Triage or screening waiting time</u> : the time waiting to speak by telephone with a physician, registered nurse, or other qualified health professional acting within his or her scope of practice and who is trained to screen or triage an enrollee who may need care	Not to exceed 10 minutes during normal business hours  Not to exceed 30 minutes after normal business hours

### **Please note:**

The time for a particular, non-emergency appointment may be extended if it is determined<sup>1</sup> and documented that a longer waiting time will not have a detrimental impact on the member's health. Rescheduling of appointments, when necessary, must be consistent with good professional care and ensure there is no detriment to the member.

### **Additional Information:**

- OHBS-CA expects all network providers to return calls to members within 24 hours.
- Interpreter services are available to members at the time of the appointment as requested by the member or provider. To request interpreter services, contact us at **the phone number on your EAP benefits card**. Language interpretation services are available at no cost to the member.

OHBS-CA is committed to offering clinically appropriate and timely access to care pursuant to Section 1367.03 of the California Health and Safety Code. If you are unable to obtain a timely referral to an appropriate provider, you may contact OHBS-CA for assistance by calling **us at the phone number on your EAP benefits card**. Additionally, the DMHC Help Center may be contacted at 1-888-466-2219 to file a complaint if you are unable to obtain a timely referral to an appropriate provider.

<sup>1</sup> An extension to the time for a non-emergency appointment may be determined by the referring or treating licensed health care provider, or the health professional providing triage or screening services, as applicable, acting within the scope of his or her practice and is consistent with professionally recognized standards of practice.