

Timely Access to Care

California law requires health plans to provide timely access to care. This law sets limits on how long you have to wait to get appointments and telephone assistance. You have the right to appointments and care within the following time frames:

- a. Emergency care is available 24 hours a day, 7 days per week. An active after-hours mechanism, such as an answering machine, answering service, a cell phone, or a pager, is available at provider offices for 24-hour/7-day contact or instructions.
- b. Urgent care is provided within 72 hours when consistent with your individual needs and required by generally accepted standards.
- c. Non-urgent appointments for initial visits or for routine and specialty care within 36 business days of your request.
- d. Preventative care appointments within 40 business days of your request.
- e. If you call our customer service phone number 877-280-4204, a Customer Service Representative will answer the phone within 10 minutes during normal business hours.

Additionally, provider facilities should meet Americans with Disabilities Act (ADA) access guidelines, including wheel-chair accessibility. You are entitled to full and equal access to covered services, even if are disabled.

Call us if you have trouble talking to your provider. We will arrange for interpretation services by phone or in-person to help you, at no cost.

If you are unable to obtain a timely referral to an appropriate provider, you can contact Customer Service. You can also file a complaint with the California Department of Insurance at 1-800-927-4357 or 1-800-482-4833 (TTY).