

ACCESS AND AVAILABILITY STANDARDS

We are committed to ensuring patients receive health care services in a timely manner applicable for the patient’s condition. Our access and availability standards are based on the Department of Managed Health Care (DMHC) regulatory and National Committee for Quality Assurance.

All Primary Care Physicians, Specialist are responsible for providing timely appointments and telephone access to all patients.

TELEPHONE ACCESS STANDARDS:

Non-Emergent member telephone messages to be returned within 24 hours. Urgent telephone calls must be returned by the physician or his “on-call” coverage immediately and/or within no more than 30 minutes. Members are encouraged to appropriately use the “911” emergency response system when they have an emergency medical condition which requires an emergency response. Clinical advice can only be provided by appropriately qualified staff (i.e., physician, physician assistant, nurse practitioner or registered nurse.)

If your office utilizes an answering machine After Hours, the following are suggestions for your message:

Hello, you have reached [insert Name of Doctor/Medical Group]. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest Emergency Room. If you wish to speak with the Physician On Call, please leave a message with your name, telephone number and reason for calling and your and you may expect a call back within 30 minutes.

Hello, you have reached [insert Name of Doctor/Medical Group]. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest Emergency Room. If you wish to speak with the physician on-call, you may reach directly by calling <telephone number> or press <number> to page the physician on call. You may expect a call back within 30 minutes.

Appointment ACCESS STANDARDS:

Medical Appointment Types	Standard
Timeliness of physician office telephone answer	Within < 30 second of the call
Timeliness of physician office response	Within the same business day of the call
PCP – Urgent Care not requiring Prior Authorization	Within < 48 hours of request
PCP – Urgent Care requiring Prior Authorization	Within < 96 hours of request
PCP – Routine/Non-Urgent Care	Within < 10 business days of request
PCP – Well Child Preventive Care	Within < 7 business day of request
PCP – Adult Preventive Care	Within < 14 days of request
PCP- Adult Routine Physicals	Within <30 days of request
Specialist – Routine/Non-Urgent Care	Within < 15 business days of request
Specialist – Urgent Care not requiring Prior Authorization	Within < 48 hours of request
Specialist – Urgent Care requiring Prior Authorization	Within < 96 hours of Request
PCP – Office Wait Time	Within < 30 minutes from the appointment time
Appropriate after-hours emergency instruction	If this is a life-threatening emergency, please hang up and dial 911
Timely physician response to after hour phone calls/pages	Within < 30 minutes of request

AFTER HOURS SAMPLE SCRIPT

One of the following scripts may be used by physicians and medical groups as a template to ensure Health Net members have access to timely medical care after business hours or when your offices are closed.

IMPORTANT: Effective telephone service after business hours ensures callers are able to reach a live voice or answering machine within 30 seconds.

I. CALLS ANSWERED BY A LIVE VOICE (such as an answering service or centralized triage):

If the caller believes that he or she is experiencing a medical emergency, advise the caller to hang up and call 911 immediately or proceed to the nearest emergency room/medical facility.

If the caller believes the situation is urgent or indicates a need to speak with a physician, facilitate contact with the physician by doing one or more of the following:

- Put the caller on hold momentarily and then connect the caller to the on-call physician
- Get the caller's number and advise him or her that a physician will return the call within 30 minutes (immediately send a message to physician)
- Give the caller the pager number for the on-call physician and advise the caller that the physician will call the member within 30 minutes, or direct the caller to the nearest urgent care center location
- If a caller indicates a need for interpreter services, facilitate the contact by accessing interpreter services

Examples:

Hello, you have reached the <answering service/centralized triage> for Dr. <Last Name>. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the on-call physician, please stay on the line and I will connect you.

Hello, you have reached the <answering service/centralized triage> for Dr. <Last name>. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the on-call physician, Dr. <Last Name> can assist you. Please <page/call> him/her at <telephone number>. You may expect a call back within 30 minutes.

II. CALLS ANSWERED BY AN ANSWERING MACHINE:

Hello, you have reached <insert Name of Doctor/Medical Group>. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the physician on-call (select appropriate option):

- *Please hold and you will be connected to Dr. <Last Name>*
- *You may reach the physician on-call directly by calling <telephone number>*
- *Press <number> to transfer to our urgent care center. Our urgent care center is located at <urgent care center address> (Appropriate language options should be provided for the location.)*
- *Press <number> to page the physician on-call. You may expect a return call within 30 minutes*

Examples:

Hello, you have reached the <Name of Doctor/Medical Group> for Dr. <Last Name>. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the physician on-call, please leave a message with your name, telephone number and reason for calling, and you may expect a call back within 30 minutes.

Hello, you have reached <Name of Doctor/Medical Group>. If this is a medical emergency, please hang up and dial 911 immediately or go to the nearest emergency room. If you wish to speak with the physician on-call, you may reach him/her directly by calling <telephone number> or press <number> to page the physician on-call. You may expect a call back within 30 minutes.

If you have any questions, please contact HSMSO Provider Services at (714) 947-8600 or via email at providerservice@healthsmartmso.com.

Thank you for your continued support and providing quality service to our patients.

Provider or Provider Representative Acknowledgment of training and receipt of the Access and Availability Standards:

Provider or Provider Representative:

Name: _____
(Print First and Last Name)

Title: _____

Signature: _____

Training Date: _____

Provider/Group Name: _____
(Print | Office Stamp Accepted)

Provider NPI: _____