

NETWORK ADEQUACY STANDARDS

Excerpts from All Plan Letter 19-002, Attachment A

Network Adequacy Standards		
Provider Type	Timely Access Standard	Time and Distance Standard <i>County Size Category: Dense</i>
Primary Care (Adult and Pediatric)	Within 10 business days to appointment from request	10 miles or 30 minutes from the member's residence
Specialty Care ¹ (Adult and Pediatric)	Within 15 business days to appointment from request ²	15 miles or 30 minutes from the member's residence
Obstetrics/Gynecology (OB/GYN) Primary Care	Within 10 business days to appointment from request	10 miles or 30 minutes from the member's residence
Obstetrics/Gynecology (OB/GYN) Specialty Care	Within 15 business days to appointment from request	15 miles or 30 minutes from the member's residence
Hospitals	Not applicable	15 miles or 30 minutes from the member's residence
Pharmacy	<i>Emergency situation:</i> Dispensing of at least a 72-hour supply of a covered outpatient drug	10 miles or 30 minutes from the member's residence
Mental Health – Non-Psychiatry Outpatient Services ³ (Adult and Pediatric)	Within 10 business days to appointment from request	15 miles or 30 minutes from the member's residence
Ancillary Services	Within 15 business days to appointment from request	Not applicable

¹Time and Distance Standards apply to the core specialists listed in the following table.

²Timely Access Standards apply to all specialists, not only core specialists.

³Non-specialty mental health services for members with mild to moderate impairments.

DHCS Adult and Pediatric Core Specialists	
Cardiology/interventional Cardiology	Nephrology
Dermatology	Neurology
Endocrinology	Oncology
ENT/Otolaryngology	Ophthalmology
Gastroenterology	Orthopedic Surgery
General Surgery	Physical Medicine and Rehabilitation
Hematology	Psychiatry
HIV/AIDS Specialists/Infectious Diseases	Pulmonology

LTSS Timely Access Network Standards	
Provider Type	Timely Access Standard <i>County Size Category: Dense</i>
Skilled Nursing Facility (SNF)	Within 5 business days of request
Intermediate Care Facility/Developmentally Disabled (ICF-DD)	Within 5 business days of request
Community Based Adult Services (CBAS)	Capacity cannot decrease in aggregate statewide below April 2012 level

ADDITIONAL NETWORK ADEQUACY STANDARDS

Network Adequacy Standards – Drug Medi-Cal Organized Delivery System Counties		
Service Type	Timely Access Standard	Time and Distance Standard <i>County Size Category: Dense</i>
Substance Use Disorder Outpatient Services	Within 10 business days from request to appointment	15 miles or 30 minutes from the beneficiary’s place of residence
Substance Use Disorder Opioid Treatment Programs	Within 3 business days from request to appointment	15 miles or 30 minutes from the beneficiary’s place of residence

Source: MHSUDS Information Notice 18-011 – February 13, 2018

Timely Access Standards – Urgent Services	
Prior Authorization	Standard
Not required	Appointment within 48 hours of request
Required	Appointment within 96 hours of request

Source: California Code of Regulations, 28 CCR §1300.67.2.2