

Access to Care Standards

Below is a helpful guide detailing the essential response times as defined by the Department of Health Care Services (DHCS), Department of Managed Health Care (DMHC), National Committee for Quality Assurance (NCQA), and SFHP.

For more information regarding these standards, call **1(415) 547-7818 ext. 7084** or email **provider.relations@sfhp.org**.

For resources regarding best practices for improvement visit the Providers-Patient Experience section of our website. <http://www.sfhp.org/providers/practice-improvement-program-pip/2016-pip-resources/patient-experience/>

Topic	Standard
PRIMARY CARE	
Routine (non-urgent) PCP appointment	<ul style="list-style-type: none"> • Within 10 business days of request
Urgent Care	<ul style="list-style-type: none"> • Within 48 hours of request if no authorization is required • Within 96 hours of request if authorization is required
First Prenatal Visit	<ul style="list-style-type: none"> • Within 14 calendar days of request
After Hours Telephone Access	<ul style="list-style-type: none"> • Provide 24 hour coverage with the ability to hear from a clinician within 30 minutes
Language Accessibility	<ul style="list-style-type: none"> • Provide 24 hour interpretive services through in-person interpretation or telephonic interpretation
Call Return Time	<ul style="list-style-type: none"> • By the end of the following business day unless a longer timeframe is communicated and agreed to by the member.*
Time to Answer Call	<ul style="list-style-type: none"> • Within 10 minutes*
In-Office Wait Time	<ul style="list-style-type: none"> • Within 30 minutes*
SPECIALTY CARE	
Routine Appointment	<ul style="list-style-type: none"> • Within 15 business days of request
Urgent Care	<ul style="list-style-type: none"> • Within 48 hours of request if no authorization is required • Within 96 hours of request if authorization is required
Language Accessibility	<ul style="list-style-type: none"> • Provide 24 hour interpretive services through in-person interpretation or telephonic interpretation
Call Return Time	<ul style="list-style-type: none"> • By the end of the following business day unless a longer timeframe is communicated and agreed to by the member.*
Time to Answer Call	<ul style="list-style-type: none"> • Within 10 minutes*
In-Office Wait Time	<ul style="list-style-type: none"> • Within 30 minutes*
BEHAVIORAL HEALTH	
Routine Appointment (does not include MDs)	<ul style="list-style-type: none"> • Within 10 business days
Urgent Care	<ul style="list-style-type: none"> • Within 48 hours of request if no authorization is required. • Within 96 hours of request if authorization is required
After Hours Telephone Access	<ul style="list-style-type: none"> • Provide 24 hour coverage with the ability to hear from a clinician within 30 minutes
Language Accessibility	<ul style="list-style-type: none"> • Provide 24 hour interpretive services through in-person interpretation or telephonic interpretation
Call Return Time	<ul style="list-style-type: none"> • By the end of the following business day unless a longer timeframe is communicated and agreed to by the member.*
Time to Answer Call	<ul style="list-style-type: none"> • Within 10 minutes*
In-Office Wait Time	<ul style="list-style-type: none"> • Within 30 minutes*
ANCILLARY	
Routine Appointment	<ul style="list-style-type: none"> • Within 15 business days of request
Urgent Care	<ul style="list-style-type: none"> • Within 48 hours of request if no authorization is required. • Within 96 hours of request if authorization is required
Language Accessibility	<ul style="list-style-type: none"> • Provide 24 hour interpretive services through in-person interpretation or telephonic interpretation
Call Return Time	<ul style="list-style-type: none"> • By the end of the following business day unless a longer timeframe is communicated and agreed to by the member.*
Time to Answer Call	<ul style="list-style-type: none"> • Within 10 minutes*
In-Office Wait Time	<ul style="list-style-type: none"> • Within 30 minutes*

* Standards set by SFHP