



Universal Healthcare MSO, LLC

Access Standards for Clinical Services as mandated by DHCS:

Appointment Availability Standards - Members must be offered appointment within the following timeframes:

Access Measure	Time-elapsed Standard
Access to PCP or designee	24 hours a day, 7 days a week
Non-urgent care appointments for Primary Care (PCP)	Must offer the appointment within 10 business days of request
Regular and routine, excludes physicals and wellness checks	Must offer the appointment within 10 business days of request
Adult Physical exams and wellness checks	Must offer the appointment within 30 calendar days of request
Non-urgent appointments with specialist physicians (SCP regular and routine)	Must offer the appointment within 15 business days of request
Urgent Care appointments that do not require prior authorizations (includes appointment with any physician, Nurse Practitioner, Physician's Assistant in office)	Must Offer the appointment within 48 hours of request.
Urgent Care appointments that require prior authorization (SCP)	Must offer appointment within 96 hours of request
First prenatal visit	Must Offer the appointment within 2 weeks of request
Well child visit	Must offer the appointment within 10 business days of request
Non-urgent appointments for ancillary services (diagnosis or treatment of injury, illness, or other health condition)	Must offer the appointment within 15 business days of request

For more information on improving patients' health outcomes and timely access to appointments and after-hours care please see the links below.

For Medi-Cal: <https://www.healthnet.com/content/dam/centene/healthnet/pdfs/provider/ca/quality/hn-medi-cal-provider-hedis-improve-health-outcomes.pdf>

For Medicare: <https://www.healthnet.com/content/dam/centene/healthnet/pdfs/provider/ca/quality/hn-wellcare-provider-hedis-improve-health-outcomes.pdf>