

Access Standards		
Practitioner Type	Standard	Source of data/goal
Medical Care		
Regular and routine care	An appointment within 30 days	CHP CAHPS-like survey Q5, CAHPS Q7, Review of Member Complaints
Routine, symptomatic care	An appointment within one (1) week or five (5) business days	CHP CAHPS-like survey Q3, CAHPS Q5, Review of Member Complaints
Urgent care	An appointment within 24 hours	CHP CAHPS-like survey Q3, CAHPS Q5, Review of Member Complaints
Obstetrical care	An appointment within one (1) week for enrollees in the first or second trimester of pregnancy and within three (3) days for enrollees in the third trimester	Review of member complaints
After-hours care	After- hours care is available to members through later clinic hours and walk-in clinics	90% on after-hours call audit, Review of member complaints
Behavioral Health		
Routine care	Within 30 days	Review of hours for behavioral health, Review of member complaints
Urgent care	Within 48 hours	Review of hours for behavioral health and urgent care, Review of member complaints
Non-life-threatening emergency care	Within 6 hours	Immediate ER Access, Review of member complaints
Life-threatening emergency care	24 hours / 7 days per week	Immediate ER access
Plan Member Services		
Telephone access to member services	Call answered within 60 seconds, Call abandonment less than 5%	Telephone system reports