

Timely Access to Care

OHBS-CA has established the following standards to ensure members are able to obtain treatment in a timely manner in accordance with California Health & Safety Code § 1367.03.

Standard	Criteria	Time Frame
Non-Life-Threatening Emergency	A situation in which immediate assessment or care is needed to stabilize a condition or situation, but there is no imminent risk of harm to self or others	Members must be offered an appointment within 6 hours of the request for the appointment
Urgent	A situation in which immediate care is not needed for stabilization but, if not addressed in a timely way, could escalate to an emergency situation	Members must be offered an appointment within 48 hours of the request for the appointment
Routine (non-urgent)	A situation in which an assessment of care is required, with no urgency or potential risk of harm to self or others	Members must be offered an appointment within 10 business days of the request for the appointment

Telephone Access to
OHBS-CA
Representatives