



Network Adequacy Standards Attachment A

Network Adequacy Standards						
Provider Type	Timely Access Standard	Time and Distance Standard by County Size ¹				
		Rural	Small	Medium	Dense	
Primary Care (Adult and Pediatric)	Within 10 business days to appt. from request	10 miles and 30 minutes from any member or anticipated member's residence				
Specialty Care ² (Adult and Pediatric)	Within 15 business days to appt. from request ³	60 miles and 90 minutes from any member or anticipated member's residence	45 miles and 75 minutes from any member or anticipated member's residence	30 miles and 60 minutes from any member or anticipated member's residence	15 miles and 30 minutes from any member or anticipated member's residence	
Obstetrics/Gynecology (OB/GYN) Primary Care	Within 10 business days to appt. from request	10 miles and 30 minutes from any member or anticipated member's residence				
OB/GYN Specialty Care	Within 15 business days to appt. from request	60 miles and 90 minutes from any member or anticipated member's residence	45 miles and 75 minutes from any member or anticipated member's residence	30 miles and 60 minutes from any member or anticipated member's residence	15 miles and 30 minutes from any member or anticipated member's residence	
Hospitals	Not Applicable	15 miles and 30 minutes from any member or anticipated member's residence				
Pharmacy	Dispensing of at least a 72-hour supply of covered outpatient drug in an emergency situation	10 miles and 30 minutes from any member or anticipated member's residence				

¹ County Size Category by Population defined in Table 1

² Time and Distance Standards apply to the core specialists outlined in Table 2

³ Timely Access standards apply to all specialists, not only core specialists



Network Adequacy Standards Attachment A

Network Adequacy Standards					
Provider Type	Timely Access Standard	Time and Distance Standard by County Size ¹			
		Rural	Small	Medium	Dense
Mental Health (non-psychiatry) Outpatient Services ⁴ (Adult and Pediatric)	Within 10 business days to apt. from request	60 miles and 90 minutes from any member or anticipated member's residence	45 miles and 75 minutes from any member or anticipated member's residence	30 miles and 60 minutes from any member or anticipated member's residence	15 miles and 30 minutes from any member or anticipated member's residence
Ancillary Services	Within 15 business days to appt. from request.	Not Applicable			
Long Term Services and Supports (LTSS)	If applicable ⁵	Time and distance standards are not established for Multipurpose Senior Services Program (MSSP), Skilled Nursing Facilities (SNF), or Intermediate Care Facilities (ICF) providers as these providers either travel to the member to provide services or the member resides at the facility for care.			

Table 1: County Size Categories by Population			
Size Category	Population Density	# of Counties	Counties
Rural	≤50 people per square mile	21	Alpine, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Imperial, Inyo, Lassen, Mariposa, Mendocino, Modoc, Mono, Plumas, San Benito, Shasta, Sierra, Siskiyou, Tehama, Tuolumne, Trinity
Small	51 to 200 people per square mile	19	Amador, Butte, El Dorado, Fresno, Kern, Kings, Lake, Madera, Merced, Monterey, Napa, Nevada, San Bernardino, San Luis Obispo, Santa, Barbara, Sutter, Tulare, Yolo, Yuba
Medium	201 to 599 people per square mile	9	Marin, Placer, Riverside, San Joaquin, Santa Cruz, Solano, Sonoma, Stanislaus, Ventura
Dense	≥600 people per square mile	9	Alameda, Contra Costa, Los Angeles, Orange, Sacramento, San Diego, San Francisco, San Mateo, Santa Clara

⁴ Non-specialty mental health services for members with mild to moderate impairments

⁵ LTSS Timely Access Network Standards defined in Table 3



Network Adequacy Standards Attachment A

Table 2: 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

Table 3: LTSS Timely Access Network Standards				
Provider Type	Timely Access Standard by County Size			
	Rural	Small	Medium	Dense
SNF	Within 14 calendar days of request	Within 14 calendar days of request	Within 7 business days of request	Within 5 business days of request
Intermediate Care Facility/Developmentally Disabled (ICF-DD)	Within 14 calendar days of request	Within 14 calendar days of request	Within 7 business days of request	Within 5 business days of request
Community Based Adult Services (CBAS)	Capacity cannot decrease in aggregate statewide below April 2012 level			

Table 4: Call Center Wait Time Standards	
Medi-Cal Managed Care Health Plan (MCP) Call Center	10 minutes from the time the call is placed.