

Timely Access to Care Notice

California has set standards for health plans and providers to ensure members have access to health care in a timely manner. Scripps Health Plan Services works with our network of providers and participating medical groups (PMGs) to help you get the health care you deserve, when you need it.

Urgent Appointments	Wait Time
Emergency & Urgent Care Services	Immediately, 24 hours a day, 7 days a week
For services that do not require prior authorization (such as an urgent appointment with your PCP)	48 hours
For services that do require prior authorization (such as an urgent appointment with a Specialist)	96 hours
Non-Urgent Appointments	Wait Time
Primary Care Appointment	10 business days
Specialist Appointment	15 business days
Appointments with a mental health care provider who is not a physician	10 business days
Ancillary service appointments (such as X-ray, MRI, Physical Therapy, etc.)	15 business days
Ongoing Care	Wait Time
Preventive Care (for early detection of a health condition)	Consistent with clinically recognized standards of practice, as determined by your provider
Follow-up Services (such as standing referrals and ongoing lab or radiology monitoring for disease recurrence)	Consistent with clinically recognized standards of practice, as determined by your provider

It is important that you understand information about your health care. If you need help talking with your provider, understanding medical information, or obtaining care, we can help by providing you with **free** interpreter (verbal) and translation (written) services. If you need language assistance or assistance in making an appointment, please call Scripps Health Plan Services customer service at **(888) 680-2273** or **TTY/TDD 711** for the hearing and speech impaired, Monday through Friday from 8 am to 5 pm PST.

For triage or screening of an urgent condition, you may call your provider's office 24 hours a day, 7 days a week. If you contact your provider's office after normal business hours, a qualified clinician will return your call within 30 minutes.