

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 or substance use disorder (MHSUD) provider who is not a physician	10 business days
Follow-up appointment with a non-physician MHSUD provider for those undergoing a course of treatment	10 business days following prior appointment
Ancillary service appointments (such as X-ray, MRI or Physical Therapy, etc.)	15 business days

Preventive care services and periodic follow up care, including standing referrals to specialists for chronic conditions, periodic office visits to monitor and treat pregnancy, cardiac, mental health, or substance use disorder conditions, and laboratory and radiological monitoring for recurrence of disease, may be scheduled in advance consistent with professionally 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 a.m. to 5 p.m. 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.