



Network Adequacy Standards Attachment A

Network Adequacy Standards

Provider Type	Timely Access Standard ¹	Rural County - Time or Distance Standard ²	Small County - Time or Distance Standard ²	Medium County - Time or Distance Standard ²	Dense County- Time or Distance Standard ²
Primary Care ³ (Adult and Pediatric)	Within 10 business days of the request for appointment	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence
Specialty Care ^{4,5} (Adult and Pediatric)	Within 15 business days of the request for appt. ⁶	60 miles or 90 minutes from any Member or anticipated Member's residence	45 miles or 75 minutes from any Member or anticipated Member's residence	30 miles or 60 minutes from any Member or anticipated Member's residence	15 miles or 30 minutes from any Member or anticipated Member's residence
Obstetrics/Gynecology (OB/GYN) Primary Care ⁷	Within 10 business days of the request for appt.	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence
OB/GYN Specialty Care ⁸	Within 15 business days of the request for appt.	60 miles or 90 minutes from any Member or anticipated	45 miles or 75 minutes from any Member or anticipated	30 miles or 60 minutes from any Member or anticipated	15 miles or 30 minutes from any Member or anticipated

¹ Timely Access Standards are outlined in 28 CCR section 1300.67.2.2. Please note the exceptions to the above noted rules as outlined in 28 CCR section 1300.67.2.2

² County Size Category by Population defined in Table 1

³ Time or Distance Standards for Primary Care are outlined in WIC section 14197(b)(1)

⁴ Time or Distance Standards for Specialty Care are outlined in WIC section 14197(c)(1)

⁵ Time or Distance Standards apply to the core Specialists outlined in Table 2

⁶ Timely Access standards apply to all Specialists, not only core Specialists

⁷ Time or Distance Standards for OB/GYN Primary Care are outlined in WIC section 14197(b)(4)

⁸ Time or Distance Standards for OB/GYN Specialty Care are outlined in WIC section 14197(c)(1)



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Provider Type	Timely Access Standard ¹	Rural County - Time or Distance Standard ²	Small County - Time or Distance Standard ²	Medium County - Time or Distance Standard ²	Dense County - Time or Distance Standard ²
		Member's residence	Member's residence	Member's residence	Member's residence
Hospitals ⁹	Not Applicable	15 miles or 30 minutes from any Member or anticipated Member's residence	15 miles or 30 minutes from any Member or anticipated Member's residence	15 miles or 30 minutes from any Member or anticipated Member's residence	15 miles or 30 minutes from any Member or anticipated Member's residence
Dental Providers ¹⁰	<u>Non-urgent:</u> Within 36 business days of the request for appt. <u>Preventive:</u> Within 40 business days of the request for appt.	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence	10 miles or 30 minutes from any Member or anticipated Member's residence
Non-Specialty Mental Health Providers ^{11, 12} (Adult and Pediatric)	Within 10 business days of the request for appt.	60 miles or 90 minutes from any Member or anticipated Member's residence	45 miles or 75 minutes from any Member or anticipated Member's residence	30 miles or 60 minutes from any Member or anticipated Member's residence	15 miles or 30 minutes from any Member or anticipated Member's residence
Ancillary Services	Within 15 business days of the request for appt.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Long Term Services and Supports (LTSS)	If applicable ¹³	Time or distance standards	Time or distance standards	Time or distance standards	Time or distance standards

⁹ Time or Distance Standards for Hospitals are outlined in WIC section 14197(b)(2)

¹⁰ Time or Distance Standards for Dental Providers are outlined in WIC section 14197(b)(3)

¹¹ Time or Distance Standards for Non-Specialty Mental Health Providers are outlined in WIC section 14197(c)(3)

¹² Non-Specialty Mental Health for Members with mild to moderate impairments

¹³ LTSS Timely Access Network Standards defined in Table 3



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		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.	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.	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.	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,



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Size Category	Population Density	# of Counties	Counties
			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

Table 2: DHCS Adult and Pediatric Core Specialists¹⁴

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 Standards¹⁵

Provider Type	Rural Timely Access Standard	Small Timely Access Standard	Medium Timely Access Standard	Dense Timely Access Standard
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	Capacity cannot decrease in aggregate statewide	Capacity cannot decrease in aggregate statewide	Capacity cannot decrease in aggregate statewide

¹⁴ Core Specialists are defined in WIC section 14197(i)(2)

¹⁵ Timely Access Standards for LTSS are outlined in WIC section 14197(d)(2)



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Provider Type	Rural Timely Access Standard	Small Timely Access Standard	Medium Timely Access Standard	Dense Timely Access Standard
	below April 2012 level	below April 2012 level	below April 2012 level	below April 2012 level

Table 4: Call Center Wait Time Standards¹⁶

Medi-Cal Managed Care Health Plan (MCP) Call Center	10 minutes from the time the call is placed.
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Table 5: DHCS Telehealth Providers

Cardiology/Interventional Cardiology	Neurology
Dermatology	Non-Specialty Mental Health Providers
Endocrinology	OB/GYN
ENT/Otolaryngology	Oncology
Gastroenterology	Ophthalmology
Hematology	Primary Care
HIV/AIDS Specialists/Infectious Diseases	Psychiatry
Nephrology	Pulmonology

¹⁶ 28 CCR section 1300.67.2.2(c)(10)