



NOTICE TO PROVIDERS

Community Care Health (CCH) is a health care service plan licensed by the California Department of Managed Health Care. CCH is required by law to provide the following information at least annually to providers who are contracted to furnish care to CCH members.

Timely Access to Care

Health care service plans, including CCH, must ensure that members have timely access to care. This means that there are limits on how long members have to wait to get an appointment. CCH's appointment wait time standards are shown in the chart below. Sometimes waiting longer for care is acceptable if the provider determines the delay would not harm the member's health and notes that in the member's record. If a CCH member is having trouble getting a timely referral to an appropriate provider, the member or provider can call CCH Customer Service at 1-855-343-2247. Providers and members can also file a complaint with the Department of Managed Health Care at www.HealthHelp.ca.gov or by calling 1-888-466-2219.

APPOINTMENT TYPE	STANDARD
Emergency Care (life threatening)	Seek immediate care at the nearest hospital
Urgent care appointment (non-life threatening) – no prior authorization required	Must offer the appointment within 48 hours of the request
Urgent care appointment (non-life threatening) – prior authorization required	Must offer the appointment within 96 hours of the request
Non-urgent appointment with a primary care physician (PCP) for regular and routine primary care services	Must offer the appointment within 10 business days of the request
Non-urgent appointment with a specialist	Must offer the appointment within 15 business days of the request
Non-urgent appointment with a mental health provider (non-physician)	Must offer the appointment within 10 business days of the request
Non-urgent appointment for ancillary services	Must offer the appointment within 15 business days of the request
Mental health/substance use disorder follow-up appointment (non-physician)	Must offer the appointment within 10 business days of the prior appointment
Access to follow-up care after hospitalization for mental illness	<p>One follow-up encounter with a mental health provider within 7 calendar days after discharge</p> <p><u>plus</u></p> <p>One follow-up encounter with a mental health provider within 30 calendar days after discharge</p>

Telephone Triage or Screening

Telephone triage or screening services must be provided in a timely manner appropriate for the member's condition. The triage or screening wait time should not exceed 30 minutes.

Language Assistance

CCH offers a no-cost telephonic interpreter service to its members with limited English proficiency. To obtain the services of an interpreter for a CCH member, or to ask about written information in a non-English language for a member, please contact CCH Customer Service at 1-855-343-2247.