

DHCS FISCAL YEAR 2025-26 APPROVED ALTERNATIVE ACCESS STANDARDS REPORT

Drug Medi-Cal Organized Delivery System

August 2026

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BACKGROUND AND OVERVIEW

Welfare and Institutions Code (WIC) section 14197 requires the Department of Health Care Services (DHCS) to post on its website the requested Alternative Access Standards (AAS) it has approved for the certification year. The approved AAS are listed in the county-specific tables at the end of this report. Drug Medi-Cal Organized Delivery System (DMC-ODS plans) may submit AAS requests and/or DHCS may notify DMC-ODS plans of instances where the DMC-ODS plan did not meet time or distance standards for the following service types:

- » Outpatient Services (Adult)
- » Outpatient Services (Children/Youth)
- » Opioid Treatment Program (OTP) Services (Adult)
- » OTP Services (Children/Youth)

DHCS may grant requests for AAS if the DMC-ODS plan has exhausted all other reasonable options to obtain providers to meet the applicable standard, or if DHCS determines that the DMC-ODS plan has demonstrated that its delivery structure is capable of delivering the appropriate level of care and access.¹ Upon notification by DHCS, an approved AAS will be valid for three years.² DHCS will annually reassess the compliance of the DMC-ODS plan with time or distance standards and provide the DMC-ODS plan with an updated report of ZIP codes that are deficient, by age group and service type, that are not part of the approved three-year AAS. If a ZIP code is identified as being deficient during the three-year period, the DMC-ODS plan will be required to submit a revised AAS for the newly identified ZIP code(s) and service type. DHCS will monitor member access to the service type covered by the AAS on an ongoing basis and report the findings of DHCS to Centers for Medicare & Medicaid Services (CMS).³

DMC-ODS plans that receive AAS approval from DHCS must inform their affected members of all approved AAS by posting the approved AAS for the DMC-ODS plan on its internet website. Each DMC-ODS plan must post the approved AAS on its website no

¹ WIC section 14197(f)(2)

² WIC section 14197(f)(3)(C)

³ 42 CFR Part 438.66(e) requires DHCS to submit a report to CMS annually on each managed care program the Department administers. 42 CFR Part 438.68(d)(2) and 438.66(e)(2)(vi) require the Department to include the results of the monitoring in that report.

later than 30 days after DHCS publishes the statewide AAS approvals on the DHCS website.

Further, when any DMC-ODS plan is unable to refer a member to a network provider for the appropriate level of care as determined by an American Society of Addiction Medicine assessment, it is the responsibility of the DMC-ODS plan to make a referral to an Out-of-Network (OON) provider in a timely manner.⁴ With member consent, telehealth may be used to meet this requirement.

DHCS REVIEW AND VALIDATION PROCESS

In Attachment C – Alternative Access Standards Request, an attachment to [Behavioral Health Information Notice \(BHIN\) 25-013](#), DMC-ODS plans must detail the name of the two nearest identified OON providers, the date the DMC-ODS plan contacted the providers to discuss contracting with the DMC-ODS plan, and the number of contracting attempts the DMC-ODS plan made. Through the AAS validation process, DHCS will request evidence of contracting efforts, which must include documentation demonstrating contracting efforts such as correspondence (via email or letter), scheduled phone calls, notes from negotiations, draft (unexecuted) contracts, marketing materials and advertisements, and correspondence or other evidence of follow-up attempts after initial contract efforts or outreach.

If a DMC-ODS plan is unable to contract with a specific provider due to a quality-of-care issue, the DMC-ODS plan must submit supporting documentation detailing the concern of the DMC-ODS plan with the quality of care from the provider. A quality-of-care issue may include, but is not limited to, a provider having insufficient credentials, or being suspended from participation in the Medi-Cal program by DHCS, CMS, or the office of the Inspector General for Health and Human Services.

The evidence of contracting efforts shall reflect contracting efforts conducted since the last ANC submission of the DMC-ODS plan. The supporting documentation submitted shall be dated prior to the AAS request in question taking effect.

DHCS approves or denies an AAS request on a ZIP code/service type basis.⁵ The review process includes 1) verifying the AAS Request is submitted on time, 2) verifying if the

⁴ Behavioral Health Information Notice: 19-024

⁵ WIC section 14197 (f)(3)

AAS request is complete, and 3) verifying the efforts of the DMC-ODS plan to identify the nearest in-network and OON providers.

Additionally, DHCS compares the identified providers submitted by the DMC-ODS plan to the 274-file and to other resources.

DHCS reviews the AAS request and all supporting documentation to assess the facts and circumstances provided by the DMC-ODS plan. DMC-ODS plans shall maintain documentation of their efforts to contract with the nearest OON providers and must provide all documentation to DHCS upon request. DHCS may request additional evidence of contracting efforts if DHCS identifies more than two nearer OON providers during the review process.

The use of clinically appropriate telehealth may be considered in determining compliance with the applicable standards and/or for the purpose of approving an AAS request.⁶ However, DMC-ODS plans cannot require a member to access services via telehealth only.⁷ DMC-ODS plans shall inform the member about options for accessing covered non-emergency medical transportation to an in-network provider within time or distance and timely access standards for medically necessary services, when an in-person visit is requested by a member.

On an annual basis and at the request of DHCS, the DMC-ODS plan shall demonstrate how it arranges for the delivery of services such as Medi-Cal covered transportation or telehealth, if members needed services from a provider or facility located outside of the time or distance standards specified in WIC Section 14197(c).⁸

ALTERNATIVE ACCESS STANDARDS RESULTS

Observations and Trends

DHCS may consider different factors when approving AAS requests. Due to the varied county population densities and geographical attributes of the State, many AAS requests come from geographically remote regions which lack specialists in both rural and urban counties within time or distance standards. Many of the AAS requests from DMC-ODS plans listed in this report were approved due to a lack of providers willing to provide OTP services to the Youth (0-17) age group. Additionally, many DMC-ODS plans

⁶ WIC section 14197(e), (f)(1), (6)

⁷ Behavioral Health Information Notice: 23-018

⁸ WIC section 14197(g)(1), (2)

informed DHCS of their inability to recruit and retain adequate staff with clinical experience to serve Medi-Cal members.

Ongoing Monitoring

For all approved AAS requests, DHCS will monitor member access to the service type covered by the AAS request on an ongoing basis and report its findings to CMS.⁹ If DHCS rejects a request for AAS from a DMC-ODS plan, DHCS shall inform the DMC-ODS plan of the reason for rejecting the request. DHCS will post any approved AAS request on the DHCS website.¹⁰ After DHCS approves an AAS request, the DMC-ODS plan shall post the approved AAS to their website. The status of each DMC-ODS AAS request is detailed in this report. The status of each AAS is current as of June 2026. Questions regarding the contents of this report may be directed to DHCS at NAOS@dhcs.ca.gov.

⁹ 42 CFR Part 438.68(d)(2)

¹⁰ WIC section 14197(f)(4)

El Dorado County DMC-ODS (Youth 0-17, Opioid Treatment Services)

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
95629	48	68
- El Dorado DMC-ODS demonstrated they have exhausted all in-network and OON providers within the time or distance standards prior to proposing a new time or distance standard. - The DMC-ODS plan agrees to coordinate transportation for members who request in-person services.		

Mariposa County DMC-ODS (Youth 0-17, Opioid Treatment Services)

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
93601	260	259
93623	267	274
93653	256	257
95306	274	265
95311	304	308
95318	315	322
95325	286	281
95329	293	290
95338	286	281
95345	293	288
95389	275	286
• Mariposa DMC-ODS demonstrated they have exhausted all in-network and OON providers within the time or distance standards prior to proposing a new time or distance standard. • The DMC-ODS plan agrees to coordinate transportation for members who request in-person services.		

Solano County DMC-ODS (Youth 0-17, Opioid Treatment Services)

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
94503	46	61
95687	35	40
- Solano County DMC-ODS demonstrated they have exhausted all in-network and OON providers within the time or distance standards prior to proposing a new time or distance standard. - The DMC-ODS plan agrees to coordinate transportation for members who request in-person services. - In the 2025 certification year, this DMC-ODS plan operated part of a "regional model" which was administratively facilitated by Partnership HealthPlan of California.		

**Humboldt, Lassen, Mendocino, Modoc, Shasta, and Siskiyou County
DMC-ODS (Adult 18+, Opioid Treatment Services)**

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
95428	70	70
95437	61	75
95460	60	80
95488	61	80
95511	85	108
95514	64	105
95526	64	45
95528	65	61
95542	68.1	73
95545	71	115
95546	66.1	119
95549	62	74
95552	62.8	95
95554	60	55
95556	84	112
95559	60	67
95568	107	159
95570	63	41
95573	60	88
95589	83.3	105
96006	106	124
96009	111	122
96014	111	135

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
96015	130	122
96016	63.1	77
96023	126	143
96027	123	126
96028	70.6	86
96031	108	154
96032	121	132
96034	88.5	96
96037	117	124
96038	88	95
96039	122	166
96040	70.9	90
96044	113	129
96050	130	151
96054	100	118
96056	85	103
96057	91	120
96058	121	138
96064	98	115
96068	100	109
96085	139	168
96086	166	223
96094	75.6	81
96097	104	102
96101	145	165

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
96104	170	197
96105	152	165
96108	165	186
96109	143	164
96110	182	206
96112	193	218
96113	139	162
96114	123	143
96115	177	201
96116	163	184
96117	118	142
96119	155	174
96121	126	148
96123	148	147
96128	119	143
96130	102	122
96132	141	160
96134	148	166
96136	127	95
96137	80.9	105
97635	177	199
- Humboldt, Lassen, Mendocino, Modoc, Shasta, and Siskiyou County DMC-ODS demonstrated they have exhausted all in-network and OON providers within the time or distance standards prior to proposing a new time or distance standard. - These DMC-ODS plans agree to coordinate transportation for members who request in-person services.		

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
In the 2025 certification year, these DMC-ODS plans operated as one “regional model” which was administratively facilitated by Partnership HealthPlan of California (PHC).		

**Humboldt, Lassen, Mendocino, Modoc, Shasta, and Siskiyou County
DMC-ODS (Youth 0-17, Opioid Treatment Services)**

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
95410	91.9	114
95415	60.8	72
95417	120	131
95420	123	155
95425	33.4	32
95427	83.5	111
95428	127	141
95429	113	181
95432	93.8	133
95437	114	150
95445	80.4	135
95449	46.3	48
95454	120	140
95456	95.6	118
95459	79.4	110
95460	93.1	125
95463	73.5	91
95466	69.6	83
95468	98.3	144
95469	88.6	108
95470	69.5	72
95482	58.5	60
95488	136	171

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
95490	89.1	92
95494	54.9	67
95501	216	223
95503	205	237
95511	166	189
95514	169	213
95519	209	247
95521	209	231
95524	214	231
95525	214	247
95526	140	175
95528	161	210
95536	195	224
95540	180	203
95542	156	170
95546	188	222
95547	175	207
95549	168	222
95550	221	277
95551	188	209
95553	177	224
95554	173	183
95555	223	222
95556	211	222
95558	191	239

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
95559	157	159
95560	156	163
95562	197	213
95564	222	229
95565	182	185
95568	229	222
95569	204	241
95570	231	258
95571	175	180
95573	173	210
95585	123	129
95587	136	144
95589	170	189
96001	75.7	83
96002	65.5	71
96003	128	149
96006	173	184
96007	59.7	66
96008	88.5	96
96009	178	215
96011	135	179
96013	135	147
96014	178	195
96015	197	215
96016	130	138

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
96017	119	138
96019	77.6	82
96022	146	79
96023	274	196
96025	201	122
96027	190	192
96028	218	149
96031	296	270
96032	269	190
96033	178	118
96034	155	155
96037	184	184
96038	157	155
96039	247	267
96040	116	139
96044	180	188
96047	84.4	98
96050	196	208
96051	103	123
96054	166	178
96056	152	164
96057	158	182
96058	188	197
96059	66.8	75
96062	76.6	90

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
96064	165	177
96065	110	118
96067	135	141
96068	158	170
96069	84.6	99
96071	102	119
96073	95.2	138
96084	116	151
96085	206	214
96086	225	210
96087	76	83
96088	79.8	99
96094	142	144
96096	92.3	115
96097	171	174
96101	206	234
96104	237	255
96108	230	244
96109	145	166
96110	252	267
96112	264	284
96113	140	164
96114	115	139
96115	250	277
96116	194	224

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
96117	138	165
96119	175	199
96121	126	149
96123	164	188
96128	119	143
96130	128	160
96132	163	188
96134	220	234
96136	138	166
96137	77.1	96
97635	248	261
- Humboldt, Lassen, Mendocino, Modoc, Shasta, and Siskiyou County DMC-ODS demonstrated they have exhausted all in-network and OON providers within the time or distance standards prior to proposing a new time or distance standard. - These DMC-ODS plans agree to coordinate transportation for members who request in-person services. - In the 2025 certification year, these DMC-ODS plans operated as one "regional model" which was administratively facilitated by PHC.		

San Diego County DMC-ODS (Adult 18+, Opioid Treatment Services)

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
91901	30	50
91905	50	55
91906	50	55
91916	35	50
91917	30	45
91934	60	55
91935	20	35
91948	45	55
91962	45	80
91963	45	60
91980	35	50
92004	80	120
92027	25	35
92028	30	45
92036	70	90
92055	25	35
92059	30	40
92060	40	60
92061	25	40
92065	25	35
92066	60	80
92070	45	60
92082	25	35
92086	50	70

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
- San Diego County DMC-ODS demonstrated they have exhausted all in-network and OON providers within the time or distance standards prior to proposing a new time or distance standard. - The DMC-ODS plan agrees to coordinate transportation for members who request in-person services.		

San Diego County DMC-ODS (Youth 0-17, Opioid Treatment Services)

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
91901	30	50
91905	50	55
91906	50	55
91916	35	50
91917	30	45
91934	60	55
91935	25	35
91948	45	55
91962	45	80
91963	45	60
91980	35	50
92004	80	120
92027	20	35
92028	35	45
92036	70	90
92055	25	35
92058	20	35
92059	30	40
92060	40	60
92061	25	40
92064	25	35
92065	25	35
92066	60	80
92070	45	60

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
92082	20	35
92086	50	70
92672	25	40
- San Diego County DMC-ODS demonstrated they have exhausted all in-network and OON providers within the time or distance standards prior to proposing a new time or distance standard. - The DMC-ODS plan agrees to coordinate transportation for members who request in-person services.		

Santa Cruz County DMC-ODS (Youth 0-17, Opioid Treatment Services)

ZIP Code	Approved Max Distance (miles)	Approved Max Time (miles)
95003	N/A	N/A
95005	N/A	N/A
95006	N/A	N/A
95007	N/A	N/A
95010	N/A	N/A
95017	N/A	N/A
95018	N/A	N/A
95019	N/A	N/A
95033	N/A	N/A
95041	N/A	N/A
95060	N/A	N/A
95062	N/A	N/A
95064	N/A	N/A
95065	N/A	N/A
95066	N/A	N/A
95073	N/A	N/A
95076	N/A	N/A
• Santa Cruz County DMC-ODS failed to submit an updated March 2026 274 file by the required due date. • The DMC-ODS plan demonstrated they have an in-network provider for OTP Youth (0-17) by submitting a valid contract.		