

Network Adequacy Standards

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



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

- ¹² Non-Specialty Mental Health for Members with mild to moderate impairments
- ¹³ LTSS Timely Access Network Standards defined in Table 3

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



Provider Type		Rural	Small	Medium	Dense
riovider rype		County -	County -	County -	County-
	Timely Access	Time or	Time or	Time or	Time or
	Standard ¹	Distance	Distance	Distance	Distance
		Standard ²	Standard ²	Standard ²	Standard ²
		are not	are not	are not	are not
		establishe	establishe	establishe	establishe
		d for	d for	d for	d for
		Multipurpo	Multipurpo	Multipurpo	Multipurpo
		se Senior	se Senior	se Senior	se Senior
		Services	Services	Services	Services
		Program	Program	Program	Program
		(MSSP),	(MSSP),	(MSSP),	(MSSP),
		Skilled	Skilled	Skilled	Skilled
		Nursing	Nursing	Nursing	Nursing
		Facilities	Facilities	Facilities	Facilities
		(SNF), or	(SNF), or	(SNF), or	(SNF), or
		Intermedia	Intermedia	Intermedia	Intermediat
		te Care	te Care	te Care	e Care
		Facilities	Facilities	Facilities	Facilities
		(ICF)	(ICF)	(ICF)	(ICF)
		Providers	Providers	Providers	Providers
		as these	as these	as these	as these
		Providers	Providers	Providers	Providers
		either	either	either	either
		travel to	travel to	travel to	travel to
		the	the	the	the
		Member to	Member to	Member to	Member to
		provide	provide	provide	provide
		services or	services or	services or	services or
		the	the	the	the
		Member	Member	Member	Member
		resides at	resides at	resides at	resides at
		the facility	the facility	the facility	the facility
		for care.	for care.	for care.	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,



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	Small Timely	Medium	Dense
	Access	Access	Timely	Timely
	Standard	Standard	Access	Access
			Standard	Standard
	Within 14	Within 14	Within 7	Within 5
SNF	calendar	calendar	business	business
SINF	days of	days of	days of	days of
	request	request	request	request
Intermediate Care	Within 14	Within 14	Within 7	Within 5
Facility/Developmentally	calendar	calendar	business	business
Disabled (ICF-DD)	days of	days of	days of	days of
	request	request	request	request
	Capacity	Capacity	Capacity	Capacity
Community Based Adult Services (CBAS)	cannot	cannot	cannot	cannot
	decrease in	decrease in	decrease in	decrease in
	aggregate	aggregate	aggregate	aggregate
	statewide	statewide	statewide	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)



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