

ATTACHMENT B

Timely Access Standards Enforcement

The Department of Health Care Services (DHCS) routinely monitors MCPs compliance with timely access standards on a quarterly basis using the Timely Access Survey conducted by its contracted External Quality Review Organization and calculates the rate of compliance annually as part of the Annual Network Certification.¹ MCPs may be found non-compliant with timely access standards through a variety of activities beyond the Timely Access Survey including, but not limited to, audits and Grievance and Appeals monitoring.

Medi-Cal managed care plans (MCPs) are required to comply with follow-up compliance activities including, but not limited to, submitting timely and complete responses to questions and concerns identified in the Timely Access Survey results. Follow-up activities occur on a quarterly basis and require MCPs to identify the root cause of the non-compliance, provide the steps necessary to ameliorate the deficiencies, propose a remediation timeline, and comply with any remediation timeline imposed by DHCS.

MCPs may use various methods to improve their compliance with timely access requirements including, but not limited to, utilizing Telehealth, electronic consultations, and offering advanced access scheduling when clinically appropriate and Medically Necessary.²

DHCS may impose Corrective Action Plans (CAP), as well as administrative and/or monetary sanctions for non-compliance. For additional information regarding administrative and monetary sanctions, see All Plan Letter (APL) 25-007, or any superseding APL on this topic. Any failure to meet the requirements for Timely Access in APL 25-006 may result in a CAP and/or other enforcement action.

¹ For more information on Network Certification Requirements, see APL 23-001, "Network Certification Requirements," or any superseding APL on this topic. APLs are searchable at: <https://www.dhcs.ca.gov/formsandpubs/Pages/AllPlanLetters.aspx>

² 28 California Code of Regulations section 1300.67.2.2; Business and Professions Code section 2290.5; W&I sections 14132.72 and 14132.725.

As outlined in APL 25-007 (or any superseding APL) and Welfare and Institutions Code (W&I) section 14197.7, DHCS may issue sanctions together with a CAP, in lieu of a CAP, or if the MCP fails to meet CAP requirements.^{3, 4} MCPs are required to meet or exceed the minimum performance levels (MPLs) as outlined in the Timely Access APL (25-006 or any superseding APL) for MPL Categories and Thresholds. MCPs that do not meet the MPL for any Timely Access Category may be subject to one or more enforcement actions. DHCS will consider the following enforcement tiers in determining which enforcement actions may be taken.

TABLE One (1): Enforcement Tiers	Tier One (1)	Tier Two (2)	Tier Three (3)
Triggers	<ul style="list-style-type: none"> » Failure to meet the MPL in any one of the Timely Access Categories for three (3) or more quarters in one Measurement Year (MY) or any given MY annual assessment as defined in APL 25-006 or any superseding APL. » Any compliance rate below 40% for one of the Timely Access 	<ul style="list-style-type: none"> » Failure to meet CAP requirements. » Failure to meet the MPL in two (2) of the Timely Access Categories during any given MY annual assessment, as defined in APL 25-006 or any superseding APL. » Any compliance rate below 40% for one of the Timely Access Categories during 	<ul style="list-style-type: none"> » Failure to meet CAP requirements. » Failure to meet the MPL in three (3) or more Timely Access Categories during any given MY assessment, as defined in APL 25-006 or any superseding APL. » Any compliance rate below 40% for two or more of the Timely Access

³ For additional information regarding administrative and monetary sanctions, see APL 24-007, and any superseding APLs on this topic.

⁴ W&I section 14197.7(d), (e).

TABLE One (1): Enforcement Tiers	Tier One (1)	Tier Two (2)	Tier Three (3)
	Categories during any given quarterly assessment.	any given MY assessment.	Categories during any given MY assessment.
Enforcement Actions	May include, but are not limited to, a CAP.	May include, but are not limited to, a CAP and a monetary penalty.	May include, but are not limited to, a CAP, administrative sanctions, and/or a monetary penalty.