Timely Access to Care

Below are the appointment wait times that CalOptima Health follows to make sure that members receive the care they need in a timely manner.

Description	Appointment Wait Time (time frame from when the request for an appointment was made)
Urgent care appointments for services that DO NOT require prior authorization	Within 48 hours
Urgent care appointments for services that require prior authorization	Within 96 hours
Non-urgent appointments for primary care	Within 10 business days
Non-urgent appointments with specialist physicians	Within 15 business days
Non-urgent appointments with a non-physician mental health care provider or substance use disorder provider	Within 10 business days
Non-urgent follow-up appointments with a non-physician mental health care provider or substance use disorder provider	Within 10 business days of the prior appointment for those undergoing a course of treatment for an ongoing mental health or substance use disorder condition
Non-urgent appointments for ancillary services for the diagnosis or treatment of injury, illness or other health conditions	Within 15 business days