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Appointments Scheduled Past Timely Access Standard

Dear providers,

This is a courtesy reminder regarding the Department of Managed Health Care's (DHCS's) timely access standards and what to do should a provider or office have to schedule a member's appointment past the timely access requirement.

If a provider or office must schedule or reschedule an appointment past the designated timely access appointment (10 days for primary care physicians, 15 days for specialty providers, etc.), they must first triage the patient to determine if it would not adversely affect the member's health to wait more than the required time for an appointment. This triage must be performed by a licensed health care professional acting within the scope of their practice. Scheduling may be extended as clinically appropriate.

Please refer to Section 8: Provider Services of the Health Plan of San Mateo (HPSM) Provider Manual for the most up-to-date list of timely access requirements:

www.hpsm.org/provider/resources/manual/provider-services

For questions, please contact our Provider Services department at PSInquiries@hpsm.org.

Thank you for your continued commitment to our community,
The Health Plan of San Mateo