



## NOTICE TO PROVIDERS

Community Care Health (CCH) is a health care service plan licensed by the California Department of Managed Health Care. CCH is required by law to provide the following information at least annually to providers who are contracted to furnish care to CCH members.

### Timely Access to Care

Medical and Mental Health Appointments and Timely Access to Care Health Plans in California must ensure that members have timely access to their physicians and other providers when seeking care. This means that there are limits on how long members have to wait to get an appointment and telephone triage or screening. The wait times are shown in the chart below. Some exceptions to the wait times apply. If you or a CCH member are having difficulty in obtaining a timely referral to an appropriate provider, please call CCH Customer Service at 1 (855) 343-2247. Providers and members can also file a complaint with the Department of Managed Health Care at [www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov) or by calling 1 (888) 466-2219.

APPOINTMENT TYPE	STANDARD
Emergency Care (life threatening)	Seek immediate care at the nearest hospital
Urgent care appointment (non-life threatening) – no prior authorization required	Must offer the appointment within 48 hours of the request
Urgent care appointment (non-life threatening) – prior authorization required	Must offer the appointment within 96 hours of the request
Non-urgent appointment with a primary care physician (PCP) for regular and routine primary care services	Must offer the appointment within 10 business days of the request
Non-urgent appointment with a specialist	Must offer the appointment within 15 business days of the request
Non-urgent appointment with a mental health provider (non-physician)	Must offer the appointment within 10 business days of the request
Non-urgent appointment for ancillary services	Must offer the appointment within 15 business days of the request
Mental health/substance use disorder follow-up appointment (non-physician)	Must offer the appointment within 10 business days of the prior appointment
Access to follow-up care after hospitalization for mental illness	One follow-up encounter with a mental health provider within 7 calendar days after discharge <u>plus</u> One follow-up encounter with a mental health provider within 30 calendar days after discharge

## Telephone Triage or Screening

Telephone triage or screening services must be provided in a timely manner appropriate for the member's condition. The triage or screening wait time should not exceed 30 minutes.

## Language Assistance

CCH offers a no-cost telephonic interpreter service to its members with limited English proficiency. To obtain the services of an interpreter for a CCH member, or to ask about written information in a non-English language for a member, please contact CCH Customer Service at 1-855-343-2247.

## Non Discrimination

Community Care Health does not exclude, deny covered benefits to, or otherwise discriminate on the basis of race, color, or national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. If you have a concern of discrimination based on race, color, national origin, age, disability or sex, you can file a civil rights complaint with the United States Department of Health and Human Services Office of Civil Rights electronically through the Office of Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019  
1-800-537-7697 (TDD).

Complaint forms are available at: <https://www.hhs.gov/ocr/office/file/index.html>

*This statement is in accordance with the provisions of Health and Safety Code Section 1367.042, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.*

## Report a Provider Directory Discrepancy

Provider Directory Inaccuracies-CCH updates the information located in its provider directory at least weekly. If you would like to report a provider directory inaccuracy, you may do so by phone to the CCH's Member Services Department at 1 (855) 343-2247, or by sending an email to [customerservice@communitycarehealth.org](mailto:customerservice@communitycarehealth.org). To report a potential provider directory inaccuracy, please complete our [online form](#).

CCH looks forward to continuing to partner with you to provide the highest quality care to our members.

Sincerely,

Community Care Health  
Provider Relations