



PLEASE DISTRIBUTE THIS FAX TO:

<input type="checkbox"/> Physicians	<input type="checkbox"/> Practice Admin	<input type="checkbox"/> Authorizations
<input type="checkbox"/> Office Managers	<input type="checkbox"/> M.A.'s	<input type="checkbox"/> Billers

December 14, 2015

Announcement to Affinity Providers:

Compliance with DMHC Appointment and After-Hours Access Standards

The Department of Managed Health Care (DMHC) requires all Affinity Medical Group primary care, specialists, and behavioral health providers to comply with the following appointment access standards:

Appointment Access Standards

Appointment Type	Offer the Appointment Within
Non-urgent appointments with PCPs	10 business days of request
Non-urgent appointments with SCPs	15 business days of request
Urgent care appointments that do not require prior authorization (with a PCP)	48 hours of request
Urgent care appointments that require prior authorization (with a specialist)	96 hours of request
Non-urgent appointments for ancillary services (for diagnosis or treatment of injury, illness or other health condition)	15 business days of request
Non-urgent appointments with a non-physician mental health care provider	10 business days of request

DMHC Appointment Access Standards may be found in the Affinity Medical Group provider manual or online at: <https://affinity-portals.ikaenterprise.com/Provider/Providers.aspx>. Compliance ensures health services are provided to all patients in a timely manner that is appropriate for the patient's condition and consistent with quality professional care.

After-Hours Access Standards

All Affinity Medical Group physicians are required by the DMHC to have systems in place to ensure their patients have timely access to non-emergency health care services 24 hours a day/7 days per week, including holidays. Primary Care Physicians (PCPs) are also required to have a back-up physician for absences.

Physicians who do not have services available 24 hours a day/7 days a week may use an answering service or answering machine to provide patients with clear and simple instruction regarding after-hours access to urgent and emergent care.

Suggested Out-going Answering Machine Message

“Hello, you have reached [insert provider office name]. If you are experiencing a life-threatening emergency, please hang up and dial 911 or go to the nearest emergency room. If this is not an emergency and you have a medical concern or question, please call [insert contact phone or pager number]. You will receive a return call from the on-call physician within 30 minutes.”

Affinity Medical Group highly recommends providers verify that DMHC after-hours requirements are being met by calling their practice after-hours to ensure required instructions are being communicated.

For any questions, please contact the Affinity Medical Group Provider Services at (800) 615-0261, Monday through Friday from 8 am to 6 pm.