



Timely Access to Care

We want to make sure you get the care you need when you need it. The chart below shows how long you'll typically wait to see your doctor when you call for an appointment.

Type of visit or treatment	You can get an appointment within...
Emergency room visit or 911 call	0 hours. Emergency care is available 24/7
Urgent care for services that don't require prior authorization	48 hours
Urgent care for services that do require prior authorization	96 hours
Nonurgent primary care	10 business days
Nonurgent consults or specialty referrals	15 business days
Nonurgent care from a nonphysician mental health provider	10 business days
Nonurgent for the diagnosis or treatment of an injury, illness or other health condition	15 business days
Initial health assessments for children under the age of 18 months	120 calendar days after enrollment or within American Academy of Pediatrics guidelines, whichever is less
Initial health assessments for children age 19 months to 20 years of age	120 calendar days after enrollment
Initial health assessments for adults 21 years of age and older	120 calendar days after enrollment
Preventive care visits for children younger than 20 years of age	14 days
Preventive care for adults 21 years of age and older	14 days
Routine physicals	30 days

The chart below shows how long you'll wait for prenatal and postpartum care:

Appointment type	You can get an appointment within...
1st prenatal visit	2 weeks
1st and 2nd trimester	7 days
3rd trimester	3 days
High-risk pregnancy	3 days
Postpartum	21-56 days after delivery

If you need interpreter services during your appointment, we offer translations in your own language and sign language. Call the Customer Care Center phone number listed on your ID card to get interpreter services.

www.anthem.com/ca/medi-cal

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We can translate this at no cost. Call the customer service number on your member ID card.

English

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card).

Spanish

我們可以免費為您提供翻譯版本。請撥打您ID卡上所列的電話號碼洽詢客戶服務中心。

Chinese

저희는 이것을 무료로 번역해 드릴 수 있습니다. 가입자 ID 카드에 있는 고객센터 번호로 연락하십시오.

Korean

Maaari namin itong isalin-wika nang walang bayad. Paki tawagan ang numero ng customer service sa inyong ID card na pang miyembro.

Tagalog

Chúng tôi có thể phiên dịch văn bản này miễn phí. Xin gọi văn phòng dịch vụ hội viên qua số điện thoại ghi trên thẻ ID (thẻ hội viên) của quý vị.

Vietnamese