



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	24 hours
Urgent (sick) visits	24 hours
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 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

يمكننا ترجمة هذا بدون أي تكلفة. اتصل برقم خدمة العملاء الموجود على بطاقة عضويتك ID.

Arabic

Մենք կարող ենք այս անվճար թարմանակ: Կարող եք հեռախոսել Յանթեմի կազմակերպության Սպասարկման Բաժնին, որի թիվը կը մտնուեք ձեր ինքնության քարտի (ID) վրա:

Armenian

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

ما می توانیم این را به رایگان برایتان ترجمه کنیم. به شماره خدمات مراجعین ما که پشت کارت شناسایی تان (ID) درج شده. تلفن بزنید.

Farsi

Peb txhais tau qhov no pub dawb. Hu mus rau qhov chaw pab neeg tus naj npawb xov tooj nyob rau ntwam koj daim ID ua mej zeej.

Hmong

យើងអាចបកប្រែជូនជាមតិឥតគិតថ្លៃផ្នែក ។ សូមទូរស័ព្ទទៅផ្នែកសេវាអតិថិជន តាមលេខមាននៅលើកាត ID របស់អ្នក ។

Khmer

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

Korean

Мы можем перевести это бесплатно. Позвоните в отдел обслуживания участников плана по номеру, указанному в вашей карточке участника плана (ID Card).

Russian

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