

Timely Access Standards for Appointments

Sutter Health Plan works with our network of providers to help you get care when you need it and at the right level for your health problems. Sutter Health Plan and our participating provider groups follow these timely access standards for appointments:

Access Type	Standard
Access to nonurgent appointments with a primary care physician (PCP) for regular and routine primary care services	Appointment is offered within 10 business days from time of the request
Access to urgent care services with a PCP that do not require prior authorization – includes appointment with a physician, nurse practitioner or physician's assistant in office	Appointment is offered within 48 hours from time of the request
Access to after-hours care with a PCP	Ability for member to contact an on-call physician after-hours; return call within 30 minutes for urgent issues PCP provides appropriate after-hours emergency instructions
Access to nonurgent care appointments with a specialist	Appointment is offered within 15 business days from time of the request
Access to urgent care services that require prior authorization with a specialist or other provider	Appointment is offered within 96 hours from time of the request
Access to nonurgent appointments with a mental health or substance use disorder provider (who is not a physician)	Appointment is offered within 10 business days from time of request
Access to nonurgent follow-up appointments with a mental health or substance use disorder provider (who is not a physician)	Appointment is offered within 10 business days from the prior appointment
Nonurgent appointments for ancillary services for the diagnosis or treatment of an injury, illness or other health condition	Appointment is offered within 15 business days from time of request

You can always schedule appointments at your convenience outside of the timeframes listed above. Sutter Health Plan can help you get an appointment if you need assistance — simply call Customer Service at **833-674-2334** (TTY 833-674-2336). We also offer a Nurse Advice Line that is available 24 hours a day, seven days a week. Registered nurses can answer any questions you have regarding scheduling an appointment for your healthcare concern.

Sutter Health Plan provides benefits for the treatment of mental health and substance use disorders through Carelon Behavioral Health of California, Inc. (Carelon). You can find a participating mental health provider on the Carelon website at carelonbh.com/sutterhealthplan, or by calling Carelon at **844-398-0314**



Customer Service **833-674-2334**
Visit sutterhealthplan.org/calpers