



**STATE OF CALIFORNIA MANAGED HEALTH CARE  
NEW 2010 AFTER HOURS ACCESS STANDARDS**

**TITLE 28, CALIFORNIA CODE OF REGULATIONS DIVISION 1. THE DEPARTMENT OF MANAGED  
HEALTH CARE CHAPTER 2. HEALTH CARE SERVICE PLANS ARTICLE 7 STANDARDS**

Dear Provider:

In order to immediately comply with the Department of Managed Health Care (DMHC) guidelines, every physician and Behavioral Health practitioner office's answering service and/or machine must meet the new 2010 DMHC access to timely care and services standard section:

**1300.67.2.2. Timely Access To Non-Emergency Health Care Services**

Regal Medical Group must ensure that all participating providers arrange for the provision, 24 hours per day, 7 days per week, including holidays & weekends of triage or screening services by telephone as defined. That triage or screen services are provided in a timely manner appropriate for the patient's condition, and that the triage or screening waiting time does **not exceed 30 minutes**.

**Your recorded message machine and/or answering service must follow:**

- For non-emergent needs, a phone number or pager number must be given to reach the physician, on-call physician, a health care professional, or an exchange service OR the caller should have the option to page the doctor through the recording and receive a call back within 30 minutes.
- For emergent needs, the patient should be directed to emergency care for any life threatening situation with this message: ***"If you are experiencing a life-threatening situation, hang-up and dial 911 or go to the nearest emergency room"***.

Under the new regulations, Regal Medical Group is obligated to ensure that all of our providers immediately meet these quality access standards to prevent patient dissatisfaction and potential risk issues. Audits will be conducted in order to verify compliance and corrective actions will be implemented as needed.

If you have any questions, please contact your Provider Relations Representative.

Thank you in advance for your cooperation.

Quality Management Department  
Regal Medical Group