

2024 Alternative Access Standards

The Department of Health Care Services (DHCS) gives health plan guidelines on how far and how long it should take members to access health care services. Time and distance standards are:

Provider Type	Time and Distance Standard
Primary Care (Adult and Pediatric)	10 miles or 30 minutes from a member's residence
Specialty Care (Adult and Pediatric, including OB/GYN)	15 miles or 30 minutes from a member's residence
Hospital	15 miles or 30 minutes from a member's residence

The list below shows the approved alternative time and distance standards from DHCS based on ZIP code and type of specialty provider. The approval is good for 3 years. If you live in one of the ZIP codes listed below and need care from a specialty provider, please call CalOptima Health Customer Service toll-free at **1-888-587-8088** (TTY 711), Monday–Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language. They will help you find a provider closest to you. If a provider within the regular time and distance standards is not available to you, you can request transportation to a provider farther away at no cost to you. CalOptima Health can also help connect you with a closer provider, even if they are not in CalOptima Health's provider network.

If you speak a language other than English, free language assistance services are available.

ZIP Code	Provider Specialty Type	Population Served	Minutes	Miles
92676	Endocrinology	Adult	65	25
92676	Endocrinology	Pediatric	65	25
92676	Hematology	Adult	65	25
92676	Hematology	Pediatric	70	25
92676	HIV/AIDS Specialists/Infectious Diseases	Adult	65	25
92676	HIV/AIDS Specialists/Infectious Diseases	Pediatric	70	25
92676	Hospital	n/a	65	25
92676	Nephrology	Adult	65	25
92676	Nephrology	Pediatric	65	25
92676	Oncology	Adult	65	25
92676	Oncology	Pediatric	70	25
92676	Ophthalmology	Adult	65	25
92676	Ophthalmology	Pediatric	65	25
92676	Orthopedic Surgery	Adult	60	20
92676	Orthopedic Surgery	Pediatric	65	25
92676	Physical Medicine and Rehabilitation	Adult	65	25
92676	Physical Medicine and Rehabilitation	Pediatric	65	25
92676	Psychiatry	Adult	65	25

ZIP Code	Provider Specialty Type	Population Served	Minutes	Miles
92676	Psychiatry	Pediatric	65	25
92676	Pulmonology	Adult	65	25
92676	Pulmonology	Pediatric	65	25