



ACCESS STANDARDS FOR ONECARE

OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is required to adhere to patient care access and availability standards as required by the Department of Health Care Services (DHCS) and the Centers for Medicare & Medicaid Services (CMS). DHCS and CMS implemented these standards to ensure that OneCare members can get an appointment for care on a timely basis, reach the provider over the phone and access interpreter services, as needed.

Contracted physicians and health networks are expected to comply with these appointments, telephone access, practitioner availability and linguistic service standards. OneCare monitors their health networks and providers for compliance. OneCare may develop a corrective action plan for providers and health networks that do not meet these standards. Please refer to CalOptima Health Policy MA.7007: Access and Availability Standards for more information related to CalOptima Health's monitoring process.

UNDERSTANDING THE ACCESS STANDARDS

Please see below for a brief description of the access standards for OneCare members:

Primary Care and Behavioral Health Services Standards:

Type of Care	Standard
Emergency Services	Immediately
Urgent Care Services	Immediately
Services not Emergent or Urgently Needed but Require Medical Attention	Within 7 business days
Routine and Preventive Care	Within 30 business days

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Cultural and Linguistic Standards:

Description	Standard
Oral Interpretation	Oral interpretation including, but not limited to, sign language will be made available to members at key points of contact through an interpreter, either in person (upon request) or by telephone, 24 hours a day, 7 days a week.
Written Translation	All written materials to members will be available in all threshold languages as determined by CalOptima Health in accordance with CalOptima Health policies MA.4002: Cultural and Linguistic Services.
Alternative Forms of Communication	Informational and educational information for members in alternative formats will be available at no cost in all threshold languages upon request in at least 20-point font, audio format or braille, or as needed within 21 business days of request or within a timely manner for the format requested.
Telecommunications Device for the Deaf	Teletypewriter (TTY) and auxiliary aids will be available to members with hearing, speech or sight impairments at no cost, 24 hours a day, 7 days a week. The TTY line is 711 .

Description	Standard
Cultural Sensitivity	Practitioners and staff will encourage members to express their spiritual beliefs and cultural practices, be familiar with and respectful of various traditional healing systems and beliefs and, where appropriate, integrate these beliefs into treatment plans.

Other Access Standards:

Specialist Care	Members shall have access to necessary specialist care, and in particular female members are given the option of direct access to a women’s health specialist within the network for women’s routine and preventive health care services.
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OneCare (HMO D-SNP), a Medicare Medi-Cal Plan, is a Medicare Advantage organization with a Medicare contract. Enrollment in OneCare depends on contract renewal. OneCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Call OneCare Customer Service toll-free at **1-877-412-2734 (TTY 711)**, 24 hours a day, 7 days a week. Visit us at www.caloptima.org/OneCare.